

County of San Joaquin
Health Care Services Agency
Emergency Medical Services Agency

Request for Credentials/Proposals

**Emergency Ambulance
Services**

Service beginning May 1, 2006

Bidder's Conference
August 4, 2005 from 1:00 to 3:00 p.m.
San Joaquin General Hospital,
Conference Room 1
500 W Hospital Road
French Camp, CA 95231

Proposals Due
September 22, 2005 by 12:00 p.m.
Delivery to:
Dan Burch, EMS Administrator
San Joaquin County EMS Agency
500 W Hospital Road, Benton Hall Room 55
French Camp, CA 95231

Official Contacts Only:

This RFP contains restrictions on contact with public officials, the County's consultants or others working on behalf of the County. See the official contact policy in Section 2.2 of this document. Violation of this policy may lead to disqualification.

AMBULANCE RFP TIMELINE

July 12, 2005	<ul style="list-style-type: none">• RFP approved by Board of Supervisors• RFP Issued by Emergency Medical Services Agency
July 28, 2005	<ul style="list-style-type: none">• Deadline for receipt of all questions regarding the RFP by 12:00 p.m.
August 4, 2005	<ul style="list-style-type: none">• Bidders' Conference, amendments to RFP released (if any)
August 18, 2005	<ul style="list-style-type: none">• Letters of intent due by 12:00 p.m.• Proposal fee due by 12:00 p.m.
September 22, 2005	<ul style="list-style-type: none">• Deadline for submission of proposals by 12:00 p.m.• Bidder Bond due
October 12-14, 2005	<ul style="list-style-type: none">• Proposal Review Committee Presentations• Investigation of bidder's submissions and claims
October 20, 2005	<ul style="list-style-type: none">• Public announcement of Health Care Services Agency Director's recommendation
October 27, 2005	<ul style="list-style-type: none">• Final date for submission of recommendation protests due by 12:00 p.m.
November 15, 2005	<ul style="list-style-type: none">• Final recommendation of award to Board of Supervisors by Health Care Services Agency Director and Declaration of Intent to Contract by Board of Supervisors (Performance security due)
January 17, 2006	<ul style="list-style-type: none">• Presentation of final negotiated contract(s) to Board of Supervisors and approval of contract(s) by Board of Supervisors
May 1, 2006	<ul style="list-style-type: none">• Implementation of service by the Contractor(s) at 8:00 a.m.

NOTE: These dates are subject to change.

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Section 1: Introduction and Background

1.1 Invitation

The County of San Joaquin, California invites experienced and qualified bidders to submit proposals to provide Emergency advanced life support (ALS) ambulance services as specified in this document for San Joaquin County's Zone A (Greater Lodi area), Zone B (Greater Stockton area), and Zone C (Greater Tracy area). (See Attachment M: San Joaquin ambulance zones). Bidders may bid for any or all of these zones.

The successful bidder will be granted a contract for exclusive market rights, as provided for in Section 1797.224 of the California Health and Safety Code, for emergency ambulance service at the advanced life support level for five years. The start date for the service will be May 1, 2006 at 8:00 a.m., Pacific Time. The Contractor will have the opportunity to earn up to five additional years of contract extension as described in Section 2.11.

1.2 Scope of Services

This Request for Proposal (RFP) and its provisions, attachments, addendums and exhibits constitute a RFP for the selection of a single provider of emergency ground ambulance service for San Joaquin County Ambulance Zone A; San Joaquin County Ambulance Zone B; and San Joaquin County Ambulance Zone C. The operation of emergency ambulance service in each of the respective ambulance zones shall be consistent with the provisions of this procurement process including staffing and performance. This procurement process includes the provision of all emergency ambulance responses, as well as, the operation of the ambulance provider's dispatch center, which shall be an approved emergency medical dispatch (EMD) center and 9-1-1 secondary answering point.

All of the following transports originating in the respective exclusive ambulance zone shall be referred to the holder of the exclusive franchise for that zone, and the holder of the exclusive franchise shall provide all responses and ground transports as follows:

- (1) Made in response to 9-1-1/Public Service Answering Point (PSAP) requests.
- (2) Made in response to requests for immediate ambulance service transmitted through an authorized 9-1-1/PSAP.
- (3) Made in response to requests for emergency ambulance service made directly to the ambulance service from a private telephone call without going through an authorized 9-1-1/PSAP.
- (4) Any other request for service requiring an emergency ground ambulance response, as defined by the County's policies and procedures.

The Contractor's scope of service is summarized as follows:

- When a request for service is received by the Contractor at its dispatch center, an appropriately trained EMD Dispatcher must answer that request promptly, must follow approved EMD dispatch procedures, offer planned pre-arrival assistance (as appropriate) and must manage the appropriate EMS response,

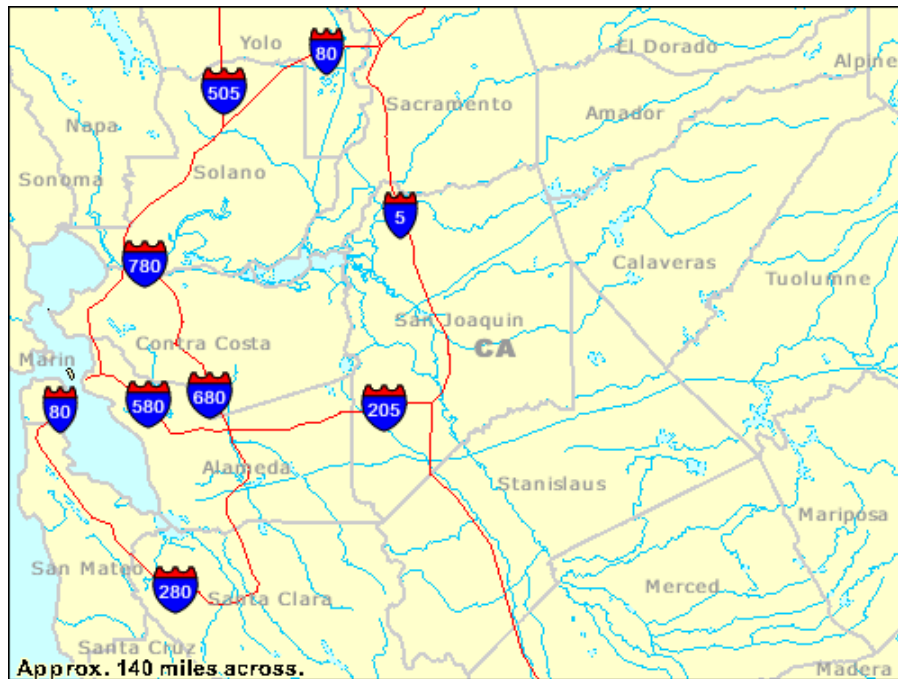
given the nature of the request, including timely backup ambulance coverage and the competing demands upon the system at that point and time, including, when appropriate, the notification of non-transport first responder and EMS air transport provider agencies.

- Ambulance response times must meet the response-time standards set forth herein, and every ambulance unit provided by the Contractor for emergency response must, at all times, except as authorized by the contract, be equipped and staffed to operate at the advanced life support (paramedic) level on all ambulance responses, including immediate and urgent services. Clinical performance must be consistent with approved medical standards and protocols. The conduct and appearance of the Contractor's personnel must be professional and courteous at all times. Patient transportation and disposition will be according to the County's Policies and Procedures as established or approved in the Contractor's proposal and as developed or promulgated as part of this RFP
- Services and care delivered must be evaluated by the Contractor's internal quality improvement program and as necessary, through the County's quality improvement program in order to improve and maintain effective clinical performance. The Contractor must make an unrelenting effort to detect and correct performance deficiencies and to continuously upgrade the performance and reliability of the entire EMS system. Clinical and response-time performance must be extremely reliable, with equipment failure and human error held to an absolute minimum through constant attention to performance, protocol, procedure, performance auditing, and prompt and definitive corrective action. This procurement process requires the highest levels of performance and reliability, and mere demonstration of effort, even diligent and well-intentioned effort, shall not substitute for performance results. The holder of an exclusive franchise that fails to perform the standards required maybe found to be in major breach of their contract and promptly replaced in order to protect the public health and safety.

1.3 Description of San Joaquin County

San Joaquin County was established in 1850 as one of California's original 27 counties and derives its name from the San Joaquin River. It has since become the 15th largest county in California, covering more than 1,400 square miles. Within the County there are seven cities: Escalon, Lathrop, Lodi, Manteca, Ripon, Stockton, and Tracy. As of 2004, the estimated population of the County is 630,600 with the largest number (269,100) living in Stockton. By the year 2020, San Joaquin's total population is projected to be 887,600.

San Joaquin County stretches over 75 miles from north to south, and nearly 65 miles from east to west, between the San Francisco Bay Area and the Sierra Nevada Mountains. It is bordered on the north by Sacramento County, on the east by Amador and Calaveras Counties, on the South by Stanislaus County, and on the west by Alameda, Contra Costa, and Solano Counties. The San Joaquin Valley is crisscrossed with rivers and sloughs, forming the San Joaquin Delta System.



As the northernmost county in the Central Valley, San Joaquin bridges northern and Central California. Its geographical position places the County within a dynamic growth corridor. San Joaquin has cultivated extensive transportation facilities. The Port of Stockton serves ships from around the world, via the Stockton Channel to the San Francisco Bay. Interstate highways transverse the County, both east-west and north-south.

San Joaquin County is home to a number of major industries and service organizations. The County's predominant industries are trade, transportation and utilities, government, and educational and health services. Historically, San Joaquin has been one of California's leading counties in gross value for farm products.

1.4 History of San Joaquin County EMS

In 1968, the San Joaquin County Board of Supervisors created the "San Joaquin County Emergency Health Services Committee." The committee was headed by the Health Officer and included representatives of local emergency services providers and the medical community. The purpose of the committee was to provide recommendations to the Board of Supervisors regarding the development of an organized emergency medical services system. This committee laid the foundation of what is currently the Emergency Medical Services Agency and EMS system for San Joaquin County.

The first dedicated EMS radio communications system was put in place 1972. It provided hospitals, ambulances, and fire departments with the ability to communicate with each other reliably.

Delta Community College and Saint Joseph's Hospital offered San Joaquin County's first "Ambulance Attendant Training Program" in 1973. In 1975, the County held its first "Mobile Intensive Care Paramedic Training Program" and paramedics started operations in 1976. Medical direction was provided by mobile intensive care nurses and base hospital physicians at San Joaquin General Hospital. In 1977, two

other hospitals in the County began providing medical direction for paramedics transporting patients to their hospital.

To monitor and make recommendations for improving the new advanced life support (ALS) system the "Technical Paramedic Advisory Committee" or "TCAP" was formed in 1975. The State of California mandated the formation "Emergency Medical Care Committee" (EMCC) for each county that was providing ALS and San Joaquin County established its EMCC in 1980. The purpose of the EMCC is to advise the Board of Supervisors on all aspects of emergency medical care. In order to streamline the process the TPAC and EMCC consolidated in 1984. Since then, the Liaison and Transportation Sub-Committees were formed.

The County was divided into eight ambulance response zones in 1974 in order to better manage the EMS system. In 1994, non-competitive exclusive ambulance zones were granted to Manteca District Ambulance, Ripon Consolidated Fire District and Escalon Community Ambulance.

In 1981, the County joined neighboring counties in forming the Alpine, Mother Lode, San Joaquin Emergency Medical Services Agency, a joint powers agency. Even though the EMS system had been evolving since the late 1960s there was no official EMS Agency in San Joaquin County until 1982, when it was required by State law. The Board of Supervisors designated the Local Health District as the EMS Agency. The EMS Agency consisted of the Health Officer, an EMS Coordinator, and one assistant. The Local Health District was a special district and not a part of the County government at the time. In 1984, the Board of Supervisors moved the EMS Agency into the County's Health Care Services Agency. In 1990, San Joaquin Emergency Medical Services Agency withdrew from the joint powers agreement know as the Alpine, Mother Lode, San Joaquin Emergency Medical Services Agency.

The County adopted its first Ambulance Ordinance and first medical disaster plan in 1984. An Air Ambulance Ordinance and the OES Region IV Multi-Casualty Incident Plan were adopted in 1988.

In 1999, the EMS Agency was the recipient of a grant that allowed the hiring of a Regional Disaster Medical/Health Specialist (RDHMS). The RDMHS is responsible for disaster planning and coordinating the medical and health response during disasters within the 11 counties of OES Region IV.

1.5 Medical control

The San Joaquin County EMS system utilizes both on-line and off-line medical control. The County currently has two base hospitals, with one of the hospitals acting as a control facility for the purposes of patient dispersal during disasters. San Joaquin County operates primarily on a standing orders system, with on-line medical control reserved for only a few optional scope items, and physician consultation when needed.

San Joaquin County contracts with a physician, with substantial experience in the practice of emergency medicine, to provide medical control and to assure medical accountability throughout the planning, implementation, and evaluation of the local EMS system (Health & Safety Code 1797.202).

1.6 Advisory committees

Emergency Medical Care Committee: The role of the Emergency Medical Care Committee (EMCC) is to act in an advisory capacity to the Board of Supervisors and the County Health Care Services Director on all matters relating to emergency medical services, to review the EMS related activities in the county, to provide residents of the county an opportunity to participate in the making of policy for the emergency medical services system, and to report the Committee's observations and recommendations to the designated regulatory bodies.

Transportation Committee: The Transportation Committee, a subcommittee of the EMCC, is advisory to the EMCC and the EMS Agency. Its primary role is to address operational concerns and comment on policies and procedures that primarily pertain to the operation of ambulances, their equipment and personnel, as well as response issues and automatic aid agreements. The Committee is comprised of management staff of the air and ground transportation agencies that are permitted by San Joaquin County EMS Agency and includes a representative from the secondary public safety answering point

Liaison Committee and Quality Liaison Council (QLC): The Liaison Committee and QLC are comprised of representatives from each ALS ground provider and acute care hospital. The committees meet monthly to address general system concerns as well as discuss upcoming training classes. Additionally, the QLC reviews data from both field providers and hospitals for the purpose of evaluating system performance.

Technical Advisory Group: The Technical Advisory Group (TAG) is appointed by the Health Care Services Director to monitor the performance of the ambulance agreement(s) and evaluate the Contractor's compliance with agreement's terms and conditions. The findings and recommendations of the TAG are reported to the Health Care Services Director.

1.7 EMS participants

A. Public service answering points and dispatch centers

San Joaquin County has seven primary PSAPs. With the exception of the Escalon Community Ambulance, which is dispatched by American Medical Response's Stanislaus County dispatch center, all emergency ambulance services dispatching within San Joaquin County is done by a single secondary PSAP—the Stockton Fire Department's regional dispatch center. It also serves all fire departments within the County.

The center operates with three dispatch posts to serve the north, central, and south County areas. The dispatcher is responsible for both fire and ambulance responses within that area. First responders are dispatched, along with the ambulance service, according to a dispatch protocol approved by the EMS medical director.

Stockton Fire Department uses a locally developed priority dispatch system, which is approved by the EMS Agency and trains its personnel in dispatch techniques within its system. The County does not require the use of this dispatch

center, and the contractual relationships, including accountability and pricing is between the provider and the dispatch center.

B. First responders

San Joaquin County is served by 19 first responder agencies. Of these, three (one city fire department and two fire protection districts) provide ALS first responder services. The San Joaquin County Sheriff's boat patrol also provides BLS service, responding in the unprotected Delta area.

First Responder Agency	EMS Capacity
Lodi Fire	BLS
Manteca City Fire Department	BLS
Clements Fire Protection District	BLS
Collegeville Fire Protection District	BLS
Escalon Fire Protection District	BLS
Farmington Fire Protection District	BLS
French Camp-McKinley Fire Protection District	BLS
Liberty Fire Protection District	BLS
Linden Peters Fire Protection District	BLS
Lathrop Manteca Fire Protection District	BLS
Mokelumne Fire Protection District	BLS
Montezuma Fire Protection District	BLS
Ripon Fire Protection District	ALS
San Joaquin County Sheriff's Boat Patrol	BLS
Stockton Fire Department	ALS
Thornton Fire Protection District	BLS
Tracy Fire Department	ALS
Waterloo Morada Fire Protection District	BLS
Woodbridge Fire Protection District	BLS

C. Current emergency ground ambulance providers

In the San Joaquin County EMS Transportation plan, the county was divided into six ambulance zones. Of these zones, three are currently non-exclusive and three zones are currently exclusive. A total of eight ground ambulance services operate in San Joaquin County, two of which are non-emergency providers. There are 30 permitted ambulance stations and 67 permitted vehicles as of March 15, 2004. All current providers operate at the ALS level.

Non-exclusive ambulance providers

Zone	Community	Providers
Zone A	Lodi	American Medical Response Priority-1 Medical Transport
Zone B	Stockton	American Medical Response Priority-1 Medical Transport Stockton Fire Department
Zone C	Tracy	American Medical Response

Exclusive ambulance providers

Zone	Community	Providers
Zone D	Manteca/Lathrop	Manteca District Ambulance
Zone E	Ripon	Ripon Fire Department
Zone F	Escalon	Escalon Community Ambulance

D. Air ambulance providers

On April 18, 2005, REACH air ambulance service initiated operations from the Lodi Airport in San Joaquin County. REACH is the primary air ambulance provider for the northern and central portions of the San Joaquin County. Air Methods Mediflight and PHI Air Med Team based in Modesto in Stanislaus County serve as the primary air ambulance providers for the southern portion of San Joaquin County.

Air ambulance services	Location
AirMethods Mediflight	Modesto
PHI Air Med Team	Modesto
REACH	Lodi

E. Hospitals

San Joaquin County is served by seven acute care hospitals. There is no designated trauma center in the County. Major pediatric trauma patients are transferred by air ambulance to designated pediatric trauma centers located in neighboring EMS systems.

Community	Hospital	Service level
Stockton	Dameron Hospital	Basic emergency services Base hospital
French Camp	San Joaquin General Hospital	Basic emergency services Base hospital High risk pregnancy and neonatal receiving facility Neuro-trauma receiving facility
Manteca	Doctors Hospital of Manteca	Basic emergency services
Tracy	Sutter-Tracy Community Hospital	Basic emergency services

Manteca	Kaiser- Permanente Manteca	Basic emergency services
Lodi	Lodi Memorial Hospital	Basic emergency services
Stockton	St Josephs Medical Center	Basic emergency services Secondary neuro-trauma receiving facility

F. Disaster Medical Services Facilities

San Joaquin General Hospital serves as the disaster control facility (DCF) for the San Joaquin County Operational Area and as the Regional DCF for the State of California Office of Emergency Services (OES) Region IV.

G. Training/Certification Programs

- Paramedic Training Programs
 - Emergency Medical Science Training Institute (EMS-TI)
- EMT-I Training Programs
 - Delta College
 - Emergency Medical Science Training Institute (EMS-TI)
 - Escalon Community Ambulance
 - Ripon Consolidated Fire Department
- MICN Training Programs
 - Delta College
 - San Joaquin EMS County Agency

1.8 Estimated EMS responses and transports January 1, 2004 through December 31, 2004

Code-3	Total Responses	Total Transports
A (Lodi)	5,247	3,832
B (Stockton)	33,758	25,231
C (Tracy)	4,546	3,105

Zone A (Lodi): Jan 04 – Dec 04		
Month	Total Responses	Total Transports
Jan 04	431	299
Feb 04	416	283
Mar 04	446	330
Apr 04	409	302
May 04	437	327
Jun 04	452	330
Jul 04	423	306
Aug 04	452	312
Sep 04	485	376
Oct 04	460	319
Nov 04	387	304
Dec 04	449	344
Total	5,247	3,832

Zone B (Stockton): Jan 04 – Dec 04		
Month	Total Responses	Total Transports
Jan 04	2,958	2,351
Feb 04	2,748	2,085
Mar 04	2,869	2,166
Apr 04	2,758	2,080
May 04	2,877	2,102
Jun 04	2,716	1,985
Jul 04	2,889	2,122
Aug 04	2,949	2,171
Sep 04	2,802	2,055
Oct 04	2,814	2,071
Nov 04	2,624	1,963
Dec 04	2,754	2,080
Total	33,758	25,231

Zone C (Tracy): Jan 04 – Dec 04		
Month	Total Responses	Total Transports
Jan 04	381	270
Feb 04	353	251
Mar 04	425	292
Apr 04	385	249
May 04	408	255
Jun 04	382	261
Jul 04	408	277
Aug 04	407	267
Sep 04	431	290
Oct 04	345	251
Nov 04	267	199
Dec 04	354	243
Total	4,546	3,105

Section 2: Submission and evaluation of proposals

2.1 Notice to bidders

This RFP does not commit the County of San Joaquin to award a contract, to pay costs incurred in the preparation of a proposal responding to this request, or to procure a contract for service. The County reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety the RFP process if the County deems it is in its best interest to do so. This RFP shall not be construed to be a low bid process. The contract, if awarded, will be negotiated with the bidder who can best meet the County's needs as identified in this RFP.

The County specifically makes no promises or guarantees concerning the number of emergency and non-emergency calls or transports, quantities of patients or distance of transports that will be associated with this procurement. The County has made every effort to provide accurate data and information but does not guarantee the accuracy of any data included in the RFP.

It is in the bidder's best interest to submit a complete and accurate proposal. Where documentation or response is incomplete or silent, it shall be assumed that the proposal is deficient. Further, it is in the bidder's best interest to make a proposal that meets the stated requirements contained in this RFP. While bidders may provide alternatives to the requirements for consideration, failure to comply with all minimum requirements described within the RFP may disqualify proposals. Bidders are invited to submit alternatives to the services described within this RFP, if such alternatives are in the best interests of the County.

This procurement encourages combinations of organizations in order to provide the required services. However, there shall be only one contractor, under whose auspices the proposal is submitted and who must assume all liability and responsibility for achieving the specified performance levels specified in this RFP. Any subcontracts for essential services, as described in the RFP, between the bidder and separate entities must be pre-approved in writing by the County and shall be described within the proposals.

2.2 Contacts

Except as noted in Section 2.3, below, bidders may not contact the San Joaquin County EMS Agency or its staff, the County's consultants, the San Joaquin County Health Care Services Director, the San Joaquin County Administrator or his staff, or the members of the San Joaquin County Board of Supervisors or their staff regarding anything related to this RFP.

Violation of this requirement may lead to the bidder's disqualification.

2.3 Bidders conference

The only opportunity for bidders to discuss the RFP specifications and process will be at the mandatory bidders' conference. Since there will be no other opportunities to discuss the RFP or the competitive process with County staff, attendance at the bidder's conference is mandatory for all bidders.

The mandatory bidder's conference will be held:

August 4, 2005 from 1:00 to 3:00 p.m.
San Joaquin General Hospital,
Conference Room 1
500 W Hospital Road
French Camp, CA

Bidders may submit questions or recommend modifications to the RFP prior to the conference. All such submissions must be in writing and received by July 28, 2005 at 12:00 p.m. Address questions to:

Dan Burch, EMS Administrator
San Joaquin EMS County Agency
500 W Hospital Road, Benton Hall Room 55
French Camp, CA 95231

Submissions may also be sent by facsimile to the EMS Administrator at (209) 468-6725.

All written correspondence received from potential bidders, as well as the County responses, will be distributed at the bidder's conference. Any amendments or clarifications to the RFP made following the conference will be distributed to all attendees at the conference.

The California Public Records Act, Government Code Sections 6250, et. seq., provides that access to information concerning the conduct of the people's business is a fundamental and necessary right of every person in the State. Public records are defined as any writing relating to the conduct of the public's business and are open to inspection during normal business hours.

There are specific exceptions to the Public Records Act. In the event that the County receives a request for inspection of any proposal submitted pursuant to this RFP, it is the responsibility of the organization whose proposal has been requested to notify the County of any right to confidentiality that may exist. The County may assert that right based on its own legal analysis. The County will not seek a judicial determination of any asserted right of confidentiality that may exist. The County will not make that assertion on behalf of the bidder. Absent a judicial determination that the documents are exempt from disclosure, they will be subject to inspection.

Submission of a proposal constitutes a complete waiver of any claims whatsoever against the County of San Joaquin, and/or its agents, officers or employees, that the County has violated a bidder's right to privacy, disclosed trade secrets or caused any damage by allowing the proposal to be inspected.

2.4 Letter of intent

Organizations that desire to submit a proposal under this RFP must submit a letter of intent to submit a proposal. The letter of intent must be signed by the person or persons who are authorized to bind the organization to contractual obligations and must be received no later than August 18, 2005 at 12:00 p.m. It shall be sent to:

Dan Burch, EMS Administrator
San Joaquin EMS County Agency
500 W Hospital Road, Benton Hall Room 55
French Camp, CA 95231

Submissions may also be sent by facsimile to the EMS Administrator at (209) 468-6725.

2.5 Proposal fee

Organizations that desire to submit a proposal under this RFP must submit a proposal fee of \$3,600. The fee must be received no later than August 18, 2005 at 12:00 p.m. It shall be sent to:

Dan Burch, EMS Administrator
San Joaquin EMS County Agency
500 W Hospital Road, Benton Hall Room 55
French Camp, CA 95231

2.6 Proposal format and requirements

Proposals shall be typewritten using a font of Arial 12 point, or equivalent, and unbound. The use of three-ring binders is preferred. Proposals shall include page numbers and have major sections tabbed.

Each proposal shall include a table of contents. The table of contents shall outline the proposal content and shall be sequenced and numbered consistent with the following format:

Part	Title
I.	Credentials: experience, financial strength
II.	Proposal
II-A	Introduction
II-B	System design and rural parity
II-C	Operations
II-D	Personnel
II-E	Quality/performance

II-F	Data and reporting
II-G	Financial and administrative
II-H	Community education/prevention
III.	Appendices and attachments

Any information, which does not fit logically into one of these labeled sections, shall be appended to the proposal in an area separate from the proposal. Required attachments should be submitted only once and should be referred to in the proposal as appropriate.

2.7 Proposal options

Bidders must submit a proposal based on Option A and may submit proposals based on Option B. In addition, bidders may submit proposals for any or all of the three zones for which proposals are being sought.

If the bidder chooses to submit proposals for multiple combinations of zones and/or based on multiple response time standards, any differences between proposals must be clearly identified. The proposal shall include the following for each proposal:

- A complete three-year budget (found in Attachment J of this RFP);
- Proposed ambulance rates; (found in Attachment K of this RFP); and
- Charge scenarios (found in Attachment L of this RFP).

A. Response time standard options

- Each bidder **must** submit a proposal for Option A:

Urban

- ALS ambulance response to 90 percent of all calls each month in 8:00 minutes or less.

Suburban

- ALS ambulance response to 90 percent of all calls each month in 10:00 minutes or less.

Rural

- ALS ambulance response to 90 percent of all calls each month in 20:00 minutes or less.

Wilderness

- ALS ambulance response to 90 percent of all calls each month in 45:00 minutes or less.

Current area designations are shown in Attachment O.

- Bidders **may** also submit a proposal for Option B:
A system designed to meet the intent of the requirements of this RFP with the bidder's recommended response time standards. This could include the use of first responder provide ALS services. The system proposed must separately identify the ALS ambulance response time standard .

B. Zone options

This RFP seeks proposals for ambulance service to Zones A, B, and C (**Attachment M**). Bidders may bid on one, two, or three zones in any combination. If the bidder submits more than one proposal (either for separate zones or separate combinations of zones), any differences in the services proposed or the level of commitment should be clearly identified.

2.8 Submission and receipt of proposals

One original, identified as the “master” and containing original signatures, with 15 copies of the proposal and the Proposal Bond of \$50,000 must be submitted no later than September 22, 2005 at 12:00 p.m. to:

Dan Burch, EMS Administrator
San Joaquin EMS County Agency
500 W Hospital Road, Benton Hall Room 55
French Camp, CA 95231

Proposals must be submitted in the format described in Section 2.6 and include the information shown in Sections 3 and 4 of this document.

Proposal packages must be delivered in person by a representative of the applicant and not through the United States Postal Service or any other common carrier. Consideration of proposals will be strictly governed by the following:

Any proposals or amendments to proposals received at the San Joaquin County EMS Agency office after the exact time specified for receipt will not be considered.

After submission, proposals can be modified as long as the modification is received no later than the time and date specified above. A proposal may also be withdrawn in person by a bidder or an authorized representative, provided his/her identity is made known and he/she signs a receipt for that proposal. The withdrawal must be made prior to the deadline submission stated above. No erasures are permitted; errors must be crossed out. Corrections must be in ink or typed adjacent to the error and initialed in ink by the person authorized to sign the proposal. Proposals and modifications to proposals received after the time and date specified in the RFP are subject to rejection. The County will record the time and date that proposals are received on a proposal receipt log.

A Proposal Bond must accompany each proposal. The amount of the bond is \$50,000. The County will return the bond to any unsuccessful bidder within ten business days following final approval of the contract with the winning bidder(s). The successful bidder's bond will be retained by the County to ensure execution of the agreement. The bond will be returned to the successful bidder(s) upon implementation of the service, including receipt of the performance bond.

Upon receipt by the County, all proposals will receive a number and the date and time of receipt will be recorded. All proposals received prior to the deadline shall be kept in a secure place. Opening of proposals shall be public and witnessed by at least two people. These openings will occur 30 minutes after the deadline at

the same location specified for delivery. Late proposals may be returned to the bidder.

All proposals shall remain firm for at least 180 days from the date specified for opening the proposals.

2.9 Rejection of proposals

The County reserves the right to reject any and all proposals for any reason, including but not limited to, failure to adhere to the proposed requirements or inaccuracy of any information supplied within a proposal. The County shall notify the bidder of a rejected proposal.

2.10 Evaluation of proposals

The Health Care Services Agency Director will appoint a Proposal Review Committee. The Committee will review the proposals, interview bidders, rank the proposals, and make a recommendation to the Health Care Services Agency Director. The County reserves the right to accept or reject the Committee's recommendation.

The County may conduct investigations of bidders' submissions and claims as it deems necessary. Furnishing of false or misleading information during the proposal process may constitute a breach of contract and/or reason for rejection. Bidders will forfeit the Proposal Bond described in section 2.6 if the County determined the bidder intentionally provided false or misleading information.

Bidders will be expected to give presentations and answer questions on their proposals to the Proposal Review Committee. Presentations will be limited to a maximum of one hour, although the proposal itself should include all elements required. Presentations will be followed by a question and answer session.

All information requested from bidders for inclusion in the proposals is important. In order to provide some indication of the relative importance of each section the following percentages of weighting is provided:

RFP Section	Section Title	Weight
3.0	Credentials: experience, financial strength	10%
4.1	System design and rural parity*	15%
4.2	Operations	15%
4.3	Personnel	10%
4.4	Quality/performance	15%
4.5	Data and reporting	15%
4.6	Financial and administrative	17%
4.7	Community education/prevention	3%

**Rural parity = equity in response times, ambulance location*

Each proposal will be reviewed to determine if the bidder can meet the County's requirements as set forth in this RFP. The bidder must demonstrate that each requirement is met. Where documentation relative to a specific requirement is incomplete or silent, it shall be assumed that the proposal is deficient.

The Proposal Review Committee will develop a rating system that may or may not contain a point system. Each reviewer shall rank each proposal according to the individual reviewer's judgment as to the relative merits of the competing proposals.

2.11 Waiver of requirements

The County reserves the right to waive any RFP requirement(s) it deems in the best interest of the County.

2.12 Protests

All protests regarding the RFP process shall be made in writing, signed and addressed to:

Dan Burch, EMS Administrator
San Joaquin EMS County Agency
500 W Hospital Road, Benton Hall 55
French Camp, CA 95231

Protests may also be sent by facsimile to the EMS Administrator at (209) 468-6725.

Protests shall state the reason(s) for the protest, citing the law, rule, regulation or procedure on which the protest is based. If a protest is based on what appears to be an erroneous assessment of the ability of a bidder to meet the RFP specifications and requirements, the protester must provide facts and evidence to support the claim. If the protest is sent via U.S. Mail, it must be sent certified or registered. If the protest is delivered in person the protester should obtain a receipt of delivery. All protests shall be submitted no later than October 27, 2005 at 12:00 p.m.

Protests will be reviewed and written response will be provided to the protester.

2.13. Conditions for contract extension

At its sole discretion, the San Joaquin County Board of Supervisors may extend the exclusive market rights granted to the Contractor for an additional five-year period. One year prior to the expiration of the contract, the Contractor may petition the Board for a five-year extension.

No contract extension will be granted unless the Contractor has applied for and achieved accreditation by the Commission on Accreditation of Ambulance Services.

The County's decision to grant an extension will consider, but not be limited to, how well the Contractor has performed in the following areas:

- Compliance with the terms of its contract with the County;
- Operational and financial areas;

- Effectiveness of the Contractor's quality improvement program in achieving demonstrable improvements in the performance and efficiency of the system;
- Cooperation of management in assisting the EMS Agency with system operation and enhancements;
- Number of substantiated complaints filed against the Contractor and the manner in which the Contractor handled them;
- Extent of the Contractor's community involvement;
- Consistency in maintaining and/or improving its professional image;
- Integration of community and employee input;
- Level of cooperation between the Contractor and other participants within the EMS System; and
- Effectiveness in managing and coordinating first responder agreements.

Section 3: Credentials

3.1 Credentials overview

Credentials shall be submitted as Part I of the proposal. Credentials will be used to determine:

Analogous Experience: Documentation demonstrating the bidder has experience managing an emergency ALS ambulance service to a community with a population of at least that shown below for the appropriate zone or zones in two of the past five years, or equivalent.

Zone	Population
A	33,500
B	213,000
C	29,000

Regulatory Compliance and Litigation: Documentation of compliance with fracture response time performance and other regulatory/contractual expectations.

Financial Stability: Evidence of sufficient capital for contract implementation and financial reserves to sustain operations.

3.2 Content of credentials

Provide the following information:

- A. Describe your organization's history and experience in providing emergency and advanced life support ambulance service. Include:
 - Your business name;
 - Legal business status (i.e., partnership, corporation, etc.);
 - Number of years in business;
 - Other or prior business names;
 - Whether bidder holds controlling interest or is controlled by another organization;
 - Financial interest in related business; and
 - Business partners in the last five years.
- B. Provide a list or table of every community your organization currently serves and every community it previously served. Indicate:
 - Type and level of service provided including the population served;
 - The contract period;
 - Whether your organization held exclusive market rights for emergency ambulance service to the community;
 - Whether the contract was competitively awarded;
 - The name, address, contact person and telephone number;
 - Remaining term of each contract; and

- Circumstances under which any contracts were terminated, failure to complete and allegations of deficient service if applicable.
- C. Document your organization's experience providing emergency and ALS ambulance services meeting independently verifiable maximum (fractile) response times for both Code-2 and Code-3 requests. Present examples of compliance for at least a two-year period to fractile response times for metropolitan/urban, suburban, rural, and wilderness in analogous areas.
- D. Document your organization's experience providing equitable response time among neighborhoods and/or communities.
- E. Describe your organization's experience in integrated EMS systems involving fire service and other public entities as subcontractors.
- F. Document your organization's current net worth and the form of that net worth including its capacity to convert non-liquid assets into cash if needed. Provide an audited financial statement of current assets and liabilities for the past two years.
- G. Document your organization's access to working capital, including the finance of equipment needed to service a system such as the one in San Joaquin County.
- H. Provide evidence of the amount of current reserve borrowing power for your organization.
- I. List commitments or potential commitments, which may impact assets, lines of credit, guarantor letters, or otherwise affect your abilities to perform this contract.
- J. Describe the circumstances of any bankruptcy filings or terminations of emergency ambulance service involving your organization within the past five years.
- K. List all litigation in the past five years involving your organization or any principal officers in connection with any contract for similar services. Include the title of the case, case number, court, and monetary amount.
- L. List any instances of major regulatory actions or sanctions against your organization, including suspension or revocation of any operating license or permit, any sanctions under Medicare or Medicaid programs, revocation of a business permit, or any sanctions by other third-party payers, whether public, private, or non-profit.
- M. List business or professional licenses or certificates held by your organization required to provide the services required by this contract.
- N. Identify key personnel who will be responsible for operations within San Joaquin County including, but not limited to, the local operations manager and those responsible for quality improvement, education/training, billing, equipment maintenance, and dispatch services. For each, identify:
 - Qualification, education, and experience
 - Time in the position
 - If time in the position is less than five years, the time in the position for the incumbent's predecessor.

Section 4: Proposal Requirements

Following the proposal format and requirements described in Section 2.4, Part III of the Proposal shall include the following:

4.0 INTRODUCTION SECTION

The Introduction Section of the Proposal shall include:

- A letter of transmittal from the bidder to the County, summarizing the proposal, shall accompany the proposal;
- Proposal Identification Page, found in Attachment A of this RFP;
- Statement of Intent and Affirmation, found in Attachment B of this RFP;
- Investigative Authorization–Company, found in Attachment C of this RFP; and
- The bidder's acceptance of the minimum requirements, found in Attachment E of this RFP.

4.1 SYSTEM DESIGN AND RURAL PARITY SECTION

The System Design and Rural Parity Section of the proposal shall, for each of the topics below, provide:

- Description of the bidder's method/manner of meeting the minimum requirement or criteria; and
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

4.1.1 Start-Up

The Contractor must have the ability to provide service throughout the contracted area as of the planned starting date for the contract.

Describe how your organization would manage the start up of services with the planned timeframe from the contract approval to implementation. (Include fleet, other equipment, communications system, staff, and key personnel.)

If anything in the proposed service will not be in place on the starting date of the service, it must be clearly identified and a deadline for its implementation provided.

4.1.2 Initial deployment plan

A. Deployment parameters

All Contractor ambulance responses under the terms of the contract with the County shall be dispatched in compliance with policies and protocols established by the County.

Deployment plans shall:

1. Specify proposed locations of ambulances and numbers of vehicles to be deployed during each hour of the day and day of the week.
2. Describe 24-hour and system status management strategies.

3. Describe mechanisms to meet the demand for emergency ambulance response during peak periods or unexpected periods of unusually high call volume.
4. Include a map identifying proposed ambulance station or post locations and identifying those geographic areas within the response time compliance areas as indicated in this RFP.
5. Specify the anticipated response times to each community at the 90% fractile, including variations based upon variable deployment patterns.
6. Describe the full-time and part-time work force necessary to fully staff ambulances identified in the deployment plans.
7. Describe any planned use of on-call crews.
8. Describe any mandatory overtime requirements.
9. Describe how workload will be monitored for personnel assigned to 24-hour units.
10. Describe record keeping and statistical analyses to be used to identify and correct response time performance problems.
11. Describe any other strategies to enhance system performance and/or efficiency through improved deployment/redeployment practices.
12. Include signed contracts or "letters of intent" signed by both parties detailing the relationship of organizations participating in the provision of services.

Present a proposed deployment plan that complies with all minimum requirements of this Request for Proposal. The initial deployment plan shall be utilized for at least the first three months of operations.

B. On-going deployment plan requirements

Following the contract award, a current deployment plan shall be kept on file with the San Joaquin County EMS Agency. The Contractor shall redeploy ambulances or add additional ambulance hours if the response time performance standard is not met. Failure by the Contractor to redeploy or add ambulance units within two months of notice by the County shall constitute a major breach of contract.

The Contractor shall submit proposed changes in the deployment plan in writing to the EMS Administrator 30 days in advance. The 30-day notice may be waived if an emergency adjustment to the plan is needed to correct an acute performance problem.

Minimum Requirements:

- Keep a current deployment plan on file with the San Joaquin County EMS Agency.
- Redeploy or add ambulance hours if response time performance standard is not met.

4.2 OPERATIONS SECTION

The Operations Section of the proposal shall, for each of the topics below, provide:

- Description of bidder's method/manner of meeting the minimum requirement or criteria; and
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

Minimum Requirement:

- Ensure all operational policies meet or exceed State, federal, or County laws, statutes, and policies.

4.2.1 Response time standards/penalties

Code-3 response times vary depending upon the response-time zone to which the Contractor must respond (Attachment O).

- Each bidder **must** submit a proposal for Option A:

Urban

- ALS ambulance response to 90 percent of all calls each month in 8:00 minutes or less.

Suburban

- ALS ambulance response to 90 percent of all calls each month in 10:00 minutes or less.

Rural

- ALS ambulance response to 90 percent of all calls each month in 20:00 minutes or less.

Wilderness

- ALS ambulance response to 90 percent of all calls each month in 45:00 minutes or less.

Current area designations are shown in Attachment O.

- Bidders **may** also submit a proposal for Option B:

A system designed to meet the intent of the requirements of this RFP with the bidder's recommended response time standards. This could include the use of first responder ALS services. The system proposed must separately identify the ALS ambulance response time standard.

Minimum Requirement:

- Accept County response time performance standards for response to Code-3 requests.

Supply supporting documentation to demonstrate the organization's ability to meet the response time criteria. Such documentation shall contain procedures, including monitoring and verification procedures, to be used to record and analyze response time statistics.

C. Response time exceptions

In some cases, late responses will be excused from financial penalties and from response time compliance reports. Examples of current exceptions include:

- 1) Call was reduced from Code-3 to Code-2 by on-scene responders or by the dispatcher in accordance with County protocol; and
- 2) Multiple units to the same scene.

Exceptions shall be for good cause only, as determined by the County. The burden of proof that there is good cause for an exception shall rest with the Contractor, and the Contractor must have acted in good faith. The alleged good cause must have been a substantial factor in producing the excessive response time. Exceptions shall be considered on a case-by-case basis.

The Contractor shall file a request for each response time exception on a monthly basis with the San Joaquin County EMS Agency within 15 days of the end of the previous month. Such request shall list the date, the time, and the specific circumstances causing the delayed response.

Exceptions may be granted for instances of "move up and cover" or "mutual aid" consistent with EMS policy and procedure. The financial penalties may be waived based on special circumstances.

List your recommendations for response time exceptions.

Minimum Requirement:

- Accept the response time exception procedure.

D. Response time calculations

Response times shall be calculated from the hour, minute, and second the call is received by the Contractor's dispatch center to the hour, minute, and second the Contractor's ALS ambulance arrives on scene. A call is considered "received" at the time that the dispatcher has received sufficient information from the reporting party (including a PSAP) to initiate the response.

Minimum Requirement:

- Agree to calculate response times as defined by the County.

E. Applicable calls

Response time standards shall apply to all emergency ambulance requests requiring a Code-3 response as determined by the Contractor's emergency medical dispatch (EMD) center using call screening and dispatch protocols approved by the EMS Agency. For the purpose of this requirement, "Code-3" means any request for service for a perceived or actual life threatening condition, as determined by

dispatch personnel, in accordance with EMS Agency policy and dispatch protocols, requiring the immediate dispatch of an ambulance with use of red lights and siren.

Each incident shall be counted as a single response regardless of the number of first responders or ambulances actually utilized and only the first arriving ambulance's time shall be applicable. If a response is canceled, or downgraded to a lower priority, financial penalties may be assessed if the response time standard was exceeded at the time of cancellation or downgrade.

Minimum Requirement:

- Accept definition of applicable calls.

F. Response time compliance areas

The ambulance zones have been subdivided into smaller response time compliance areas, which are shown in Attachment Q. There are three compliance areas in Zone A, five compliance areas in Zone B, and three compliance areas in Zone C. The Contractor shall have a response time compliance rate of 90% within each area during rolling 30-day periods.

G. Penalty for failure to meet response time standard

The Contractor shall pay the County \$10 per minute for each Code-3 response that exceeds the response time standard, including mutual aid response if not during a declared disaster or multi-casualty incident.

H. Penalty for failure to meet response time compliance area time standard

Each time that Code-3 responses for a response time compliance area are calculated at less than 90% of the response time standard for the previous rolling 30-day period, Contractor will pay County \$5,000. However, Contractor will only be required to pay this amount once for each response time compliance area within a single 30-day period.

Minimum Requirements:

- Accept penalty for failure to meet response time standards.
- Acknowledge that payment of penalty does not relieve the Contractor of responsibility for compliance with response time standards.
- Agree to report these calls as required by the County.

I. Penalty for failed response

The Contractor shall pay a fine of \$5,000 for each time the Contractor fails to respond to, or is unable to respond to a call and fails to refer the call to another agency (i.e. the call receives no response), and such incident requires an ambulance response in accordance with EMS Dispatch Protocols. The call shall be used for the purposes of determining response time compliance area calculations. Each instance of a failed response shall be evaluated by the EMS Agency to determine the threat to the public health and safety and the need to initiate the provisions of a major breach of contract.

Minimum Requirements:

- Accept penalty for failed response.
- Agree to report these calls as required by the County.

J. Penalty for failure to provide data to determine compliance

Each time an ambulance is dispatched and the crew or dispatch fails to report and document an on-scene time, the Contractor shall pay a fine of \$250 for each occurrence. Additionally, when the on-scene time cannot be provided for said emergency call, the response time for that call shall be deemed to have exceeded the required response time for the purposes of determining response time compliance area calculations. In order to rectify the failure to report an on-scene time and to avoid the penalty, the Contractor may demonstrate to the satisfaction of the San Joaquin County EMS Agency an accurate on-scene time, however, the response would then be subject to response time penalty calculations.

Minimum Requirement:

- Accept penalties for failure to provide data necessary to determine response time compliance.

K. Performance report

Within 15 working days following the end of each month, the Contractor shall submit a written report to the San Joaquin County EMS Agency, in a manner required by the San Joaquin County EMS Agency, identifying each emergency call dispatched:

- which did not meet response time standard;
- each use of a BLS ambulance;
- each time an ambulance was requested and was not able to respond; and
- each failure to properly report times necessary to determine response time, on-scene time, and transport time.

The Contractor shall identify causes of performance failures and shall document efforts to eliminate these problems.

Within 15 days of occurrence, the Contractor shall notify the County of any major regulatory actions or sanctions against the Contractor, including suspension or revocation of any operating license or permit, any sanctions under Medicare or Medicaid programs, revocation of a business permit, or any sanctions by other third-party payers, whether public, private, or non-profit.

Minimum Requirements:

- Provide monthly performance reports in the required format, including identifying emergency calls that did not meet response time standard, ALS staffing standard or the response time data requirement.
- Identify causes of performance failures and document efforts to eliminate these problems.
- Notify the County of any major regulatory actions against the Contractor.

L. Penalty assessment

Pay the County monthly for any penalties upon receipt and acceptance by the County of performance reports with penalties identified for the previous calendar month.

Minimum Requirement:

- Accept the penalty assessment procedure.

M. Penalty disputes

If the Contractor disputes the County's response time calculation, or the imposition of any other penalties, the Contractor may appeal to the EMS Agency in writing within ten working days of receipt of notice of penalty. The written appeal shall describe the problem and an explanation of the reasons why such penalty should not be assessed. The Technical Advisory Group (TAG) shall review all appeals and shall issue a decision regarding the ruling as to the issues at hand and determination regarding the imposition, waiver, or suspension of the penalty in writing to the Contractor and Health Care Services Director within thirty working days of receipt of such requests and advise of the determination of such review. The decision of the Health Care Services Director regarding such matters shall be final.

Minimum Requirement:

- Accept the penalty dispute procedure.

N. Air ambulance/air rescue services

The County reserves the right to allow helicopter air ambulance or helicopter air rescue services to operate in the County for the purpose of providing air ambulance/air rescue transportation services for both immediate and scheduled responses. This includes flights and transportation within the exclusive operating area. Prehospital utilization of such services is based upon San Joaquin County EMS Agency policies and procedures. The Contractor shall comply with San Joaquin County EMS Agency policies and procedures regarding the use of these services.

Minimum Requirement:

- Agree to use air ambulance and air rescue services according to County policies.

O. Standby and special events

If the sponsor of a special event wants a dedicated standby emergency ambulance at the event, the Contractor may enter into a separate agreement with the sponsor for the provision and payment for such services. Nothing herein shall excuse the Contractor from satisfying its obligations under the terms of its contract with the County.

4.2.2 Dispatch and communication requirements

The Contractor shall provide a system for EMS dispatch meeting the standards in ASTM F 1258 (Standard Practice for Emergency Medical Dispatch) and ASTM 1560 (Standard Practice for Emergency Medical Dispatch Management).

The Contractor may operate its own dispatch system, contract with an existing dispatch center, or join with other providers to operate a dispatch system. If the Contractor utilizes dispatch services provided by another organization, it must have a written contract for the service. Any subcontracts for essential services, as described in the RFP, between the bidder and separate entities must be pre-approved in writing by the County and shall be described within the proposals.

A. Dispatch operations

The contractor's dispatch center shall:

- Be eligible for approval by the State of California as a public safety answering point;
- Receive and process calls for emergency medical assistance from primary and/or secondary public safety answering points;
- Determine the nature and severity of medical incidents;
- Prioritize the urgency of the response;
- Dispatch appropriate EMS resources;
- Give post-dispatch and pre-arrival instructions to callers;
- Relay pertinent information to responding personnel;
- Monitor and track responding resources;
- Coordinate with public safety and EMS providers as needed; and
- Provide required data.

Dispatcher training: The dispatch center shall be staffed with sufficient Emergency Medical Dispatchers to accomplish the above functions.

Each emergency medical dispatcher shall have completed an initial training program meeting the requirements of the California EMS Authority's Emergency Medical Services Dispatch Program Guidelines (EMSA #132, March 2003).

Each emergency medical dispatcher shall receive a minimum of 24 hours of continuing dispatch education (CDE) every two years, as described by the California EMS Authority's Emergency Medical Services Dispatch Program Guidelines.

Priority dispatch system: The Contractor shall utilize an emergency medical dispatch protocol reference system approved by the San Joaquin County EMS Agency. It shall include:

- Systematized caller interrogation questions,
- Systematized dispatch life support instructions, and
- Systematized coding protocols that allow the agency to match the dispatcher's evaluation of the injury or illness severity with the vehicle response (emergency and/or non-emergency).

Continuous quality improvement: The Contractor shall establish a continuous quality improvement (CQI) program for its dispatch system meeting the standards described in the California EMS Authority's Emergency Medical Services Dispatch Program Guidelines. It shall address structural, resource, and/or protocol deficiencies as well as measure compliance to minimum protocol compliance standards as established by the EMD Medical Director through ongoing random case review for each emergency medical dispatcher.

1. Describe the proposed method of providing dispatch services, including any proposed subcontracts.
2. If the proposed dispatch system will not be implemented as of the start of the contract, describe any temporary system and the transition process toward implementation of the described system.
3. Describe the Contractor's experience in using priority medical dispatch systems.
4. Describe the Contractor's training program for emergency medical dispatchers and continuing education for dispatchers.
5. Describe the Contractor's CQI process as it relates to dispatch services.
6. Identify the person who will serve as the EMD Medical Director and this person's qualifications.

Minimum Requirement:

- Accept dispatch requirements as described above.

B. Communications equipment

The Contractor shall provide and maintain in good operating condition, communication equipment consistent with County policies and procedures. Such communications equipment shall be compatible with existing San Joaquin County equipment and be compliant with the requirements of Telecommunications Industry Association (TIA) Project 25, and remain so during the period of the exclusive operating area agreement.

The County has various developed radio sites throughout the County, which are linked via a microwave backbone to the San Joaquin County Sheriff's communication center in French Camp. The County will make radio sites available to the Contractor on a space available basis, at cost.

1. Describe the proposed method of providing communication among the Contractor's dispatch center, the Contractor's vehicles, acute-care hospitals, and public safety agencies.
2. Identify the method by which the Contractor's personnel will be able to communicate with other responders on scene.
3. Identify frequencies that will be used and provide licenses for use of these frequencies.

Minimum Requirement:

- Accept communication requirements as described above.

4.2.3 Equipment and supplies

A. Ambulances

All ambulances used under the contract shall:

- Be of Type I, II, or III,
- Be procured new for this contract,
- Meet or exceed the current Federal KKK-A-1822 standards at the time of the vehicles' original manufacture, except where such standards conflict with State of California standards, in which case the State standards shall prevail, and
- Meet or exceed the equipment standards of the State of California.

The Contractor shall maintain, and provide to the County, a complete listing of all ambulances (including reserve ambulances) proposed to be used in the performance of the contract, including their license and vehicle identification numbers, and the name and address of the lien holder, if any. Changes in the lien holder, as well as the transfer of ownership, purchase, or sale of ambulances used under the contract shall be reported to the County.

1. Include specifications for new vehicles to be purchased for this contract.
2. List any specifications developed to improve reliability and any standard modifications to be made to new vehicles prior to placing them in service.
3. Describe your proposed fleet size in relation to peak load coverage requirements and fleet standardization policies.

B. Ambulance equipment and supplies

Each ambulance shall, at all times, maintain an equipment and supply inventory sufficient to meet federal, State, and local requirements for ALS level ambulances, including the requirements of San Joaquin County EMS Agency policies and procedures. The Contractor shall be responsible for stocking all expendable supplies including medications.

All medical equipment shall be in good repair and safe working order at all times. The Contractor shall clearly describe in its proposal how equipment is selected for use and the procedures that ensure such equipment is properly maintained. The Contractor shall have sufficient medical equipment and expendable supplies so that there is sufficient backup to accommodate replacement during repair and for times of excessive demand in the system.

The Contractor shall ensure that each ambulance is equipped with appropriate emergency communication and alerting devices. Every ambulance shall include the ability to communicate at all times and locations with the Contractor's dispatch center, base hospitals, other hospitals, fire agencies, and public safety agencies. The Contractor shall ensure that each ambulance unit utilized in the

performance of services under the contract is equipped with emergency alerting devices capable of being used to notify ambulance personnel of response need; and radio communications equipment sufficient to meet or exceed the requirements of County policies and procedures.

1. Provide a detailed list of equipment (including communications equipment) and supplies, including quantities and brand names to be carried on each ambulance.
2. Describe in its proposal how equipment is selected for use and the procedures that ensure such equipment is properly maintained.

The Contractor shall develop mechanisms to exchange such items as long spine boards and straps/head blocks, and restock medical supplies used by first responder units when the first responder personnel have provided treatment and patient care is assumed by the Contractor's personnel.

C. Employee safety

The Contractor shall provide personnel with training and equipment necessary to ensure protection from illness or injury when responding to an emergency medical request.

1. Describe the bidder's programs for occupational health and safety, including communicable diseases prevention.
2. Describe the bidder's pre-employment and on-going physical ability evaluation processes.

D. Vehicle maintenance program

The Contractor's vehicle maintenance program shall be designed and conducted so as to achieve the highest standards of reliability appropriate to a modern emergency service.

The Contractor shall maintain all ambulances. Vehicles shall be kept in excellent working condition at all times. Any ambulance with any deficiency that compromises, or may compromise, its performance shall be immediately removed from service.

The Contractor shall submit a vehicle maintenance program and locations of maintenance services in writing to the County. Records of vehicle maintenance shall be submitted to the County on an annual basis.

Interior and exterior appearance of vehicles shall be excellent. The Contractor shall repair all damage to ambulances in a timely manner.

1. Submit qualifications of maintenance personnel to be utilized, including maintenance program managers.
2. Describe proposed maintenance practices, including locations of maintenance services.
3. Describe proposed automated or manual maintenance program record keeping system. The system should track both scheduled and unscheduled maintenance (by vehicle and by fleet) and shall track equipment failures during ambulance responses.

4. Document your previous three-year vehicle failure rate including units in route, at scene, or with a patient on board.
5. Describe your proposed policies regarding timing of equipment replacement and maintenance incentive programs.

4.2.4 Penalty for mechanical failure

The Contractor shall pay a fine of \$500 for per each preventable mechanical failure in route to or transporting a patient from an emergency call.

Minimum Requirement:

- Accept penalty for preventable mechanical failures.

4.2.5 Disaster preparedness

A. Disaster plan

The Contractor shall have a plan for the immediate recall of personnel to staff units during multi-casualty situations, or declared disaster situations. This plan shall include the ability of the Contractor to page and alert off-duty personnel. The Contractor shall participate in training programs and exercises designed to upgrade, evaluate, and maintain readiness of the system's disaster and multi-casualty response system.

To the extent that the Contractor has units available, but consistent with its primary responsibility to provide ambulance and emergency medical services in the exclusive operating area, the Contractor, with County approval, shall render immediate "automatic aid" and "mutual aid" to those providers of emergency medical services operating within adjacent areas in and out of San Joaquin County in order to insure that timely emergency medical services are rendered to persons in need of such services within those areas.

Describe your organization's plan/policies for recalling personnel to staff additional vehicles during a multi-casualty incident or disaster.

B. Disaster planning

The Contractor shall actively participate with the County in disaster planning. The Contractor shall designate a representative who shall regularly attend meetings and shall be the liaison for disaster activities with the County and with other agencies. The Contractor shall provide field personnel and transport resources for participation in any EMS Agency approved disaster drill in which the County disaster plan/multi-casualty incident plan is exercised.

Minimum Requirements:

- Actively participate with the County in disaster planning.
- Designate a representative to regularly attend meetings and be the liaison for disaster activities.
- Provide field personnel and transport resources for participation in EMS Agency approved disaster drills.

4.2.6 System committee participation

The Contractor shall designate appropriate personnel to participate in committees that have a direct impact on emergency medical services for the County.

Minimum Requirement:

- Agree to participate in the appropriate County EMS committees and related subcommittees.

4.3 PERSONNEL SECTION

The Personnel Section of the proposal shall, for each of the topics below, provide:

- Description of bidder's method/manner of meeting the minimum requirement or criteria; and
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

Include:

- Investigative Authorization–Individual (found in Attachment D of this RFP) for owner, general manager, and other key personnel.
- Compensation Package descriptions for EMT-I, EMT-P, and dispatchers (found in Attachment G, Attachment H, and Attachment I of this RFP).

4.3.1 Clinical and staffing standards

The County expects that the provision of emergency ambulance services shall conform to the highest professional standards and shall comply with all applicable State laws and regulations and County EMS policies, procedures and field treatment guidelines. All persons employed by the Contractor in the performance of work under this RFP shall be competent and shall hold appropriate and currently valid certificates/licenses/accreditations in their respective trade or profession. The Contractor shall be held accountable for its employees' licensure, performance and actions.

Patient's privacy and confidentiality shall be protected in compliance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable laws related to privacy. Employees shall not disclose patient medical information to any person not providing medical care to the patient.

Minimum Requirement:

- Ensure that personnel meet or exceed clinical/operational standards established by County policies, procedures, and field treatment guidelines.

A. Ambulance staffing

The Contractor shall, at all times, staff each ambulance with at least one person licensed in the State of California and accredited in San Joaquin County as an Emergency Medical Technician-Paramedic (EMT-P) and one person licensed and accredited as an EMT-P or certified as an EMT-I within the State of California in

accordance with requirements in the State of California Health and Safety Code and the State of California Code of Regulations.

Field personnel with bilingual skills, especially Spanish, are highly valued.

1. Describe the mechanism for ensuring that ambulance-staffing standards shall be met.
2. Describe the method by which bilingual personnel will be recruited and hired.

B. Penalties for failure to meet ambulance staffing or clinical standards

The Contractor shall pay a fine of \$500 whenever an ambulance, not staffed as required, responds to an emergency call. Within 72 hours of discovery, the Contractor shall provide the County with a full description of each response where there was a failure to meet ambulance clinical or staffing standards and the remedial action taken to prevent a recurrence.

Minimum Requirement:

- Accept penalties for failure to meet ambulance staffing and clinical standards.
- Agree to report any failure as required by the County.

C. Management and supervision

The Contractor shall provide the management personnel necessary to administer and oversee all aspects of emergency ambulance service. At least one field supervisor with emergency medical experience shall be on-duty or on-call at all times to oversee and provide support to field personnel. The Contractor shall be responsible for providing the pre-accreditation field evaluation phase of the County paramedic accreditation process for its ambulance personnel.

Describe the management structure that will be used to administer/oversee emergency ambulance services. Include completed Investigative Authorization–Individual forms (found in Attachment D of this RFP).

D. Infrequent-use skills refresher

EMT-Ps accredited in San Joaquin County shall regularly practice skills and use of medications listed in the County's scope of practice for EMT-P, prior to performing these skills on patients in the field setting. Annually, the Liaison Committee approves a list of infrequently used skills that are to be refreshed. A minimum of four hours each year shall be allocated for each paramedic to refresh infrequently used skills identified by the Liaison Committee. The Contractor shall be responsible for ensuring that EMT-Ps assigned to ALS ambulances regularly complete this training and annual refresher courses.

Describe the mechanism for ensuring that paramedic personnel meet requirements including annual refresher training for infrequently used skills.

E. Orientation of new personnel

The Contractor shall ensure that field personnel are properly oriented before being assigned to respond to emergency medical requests. The orientation shall include, at a minimum, an EMS system overview; EMS policies and procedures

including patient destination, trauma triage and patient treatment protocols; radio communications with and between the ambulance, base hospital, receiving hospitals, and dispatch center; map reading skills, including key landmarks, routes to hospitals and other major receiving facilities; emergency response areas within the County and in surrounding areas; and ambulance equipment utilization and maintenance, in addition to the Contractor's policies and procedures. The Contractor shall be responsible for ensuring that this standard is met.

Describe your organization's orientation program.

F. In-service training and continuing education

The Contractor shall have a program for ensuring personnel are prepared to respond to emergency requests through in-service training and continuing education (e.g., PALS/PEPP, PHTLS/BTLS).

Describe your in-service and continuing education policies/program.

G. Driver-training

The Contractor shall maintain an on-going driver-training program for ambulance personnel.

Describe your organization's driver-training program.

H. Preparation for multi-patient response

The Contractor shall ensure that all ambulance personnel/supervisory staff are trained and prepared to assume their respective roles and responsibilities under the San Joaquin County Multi-Casualty Medical Incident (MCI) Plan. At the scene of an MCI, the Contractor's personnel shall perform as part of the Incident Command System (ICS) structure and in accordance with the Standardized Emergency Management System (SEMS).

The Contractor shall ensure that all ambulance personnel/supervisory staff are trained and prepared to assume their respective roles and responsibilities under MCI and disaster plans, including:

- ICS 200 training;
- ICS 300 training (supervisory personnel);
- County-approved MCI training course; and
- Hazardous materials first responder awareness/operations training.

Describe your organization's mechanism for ensuring that all personnel are trained and prepared to assume responsibilities during an MCI in accordance with the County's MCI Plan, ICS and SEMS.

4.3.2 Compensation/working conditions for ambulance personnel

A. Work schedules and conditions

At least 51% of the personnel who staff ambulances shall be full-time employees. The Contractor shall utilize reasonable work schedules and shift assignments to provide reasonable working conditions for ambulance personnel. The Contractor shall ensure that ambulance personnel working extended shifts, part-time jobs, and/or voluntary or mandatory overtime are not fatigued to an extent

that might impair their judgment or motor skills. The Contractor shall demonstrate that these personnel are provided sufficient rest periods to ensure that personnel remain alert and well rested during work periods.

1. Describe work schedules, shift assignments, policies including those related to workload protection, and any audit criteria related to work schedules and working conditions.
2. Describe methods that will be used to minimize the turnover rate among the Contractor's personnel.
3. Describe (and provide a copy of) the Contractor's fatigue policy.

B. Compensation/fringe benefits

The County expects the Contractor to provide reasonable compensation and benefits in order to attract and retain experienced and highly qualified personnel. The County encourages the Contractor to establish creative programs that result in successful recruitment and retention of personnel. The Contractor shall demonstrate, initially and throughout the term of the contract, that the compensation program provides the incentive to attract and retain skilled and motivated employees.

1. Include a copy of personnel compensation/fringe benefits package for EMTs, paramedics, and dispatchers in this proposal.
2. Submit completed copies of Compensation Package—found in Attachment G, Attachment H, and Attachment I of this RFP.

C. New employee recruitment and screening process

The Contractor shall operate an aggressive, stringent, and comprehensive program of personnel recruitment and screening designed to attract and select field personnel.

Describe your personnel recruitment and screening process.

D. Treatment of incumbent workers

If a new provider is the successful bidder, the Contractor shall provide a reasonable opportunity for the employees of the current incumbent provider to seek employment with the Contractor. The Contractor shall not hinder or further collective bargaining activities by or on behalf of employees.

Briefly describe your process to offer jobs to employees of the incumbent.

E. Communicable diseases, safety, and prevention

Prehospital medical personnel are at increased risk for certain communicable diseases, including tuberculosis and those spread by blood borne pathogens. The Contractor shall have a County approved Communicable Disease Policy that complies with all Occupational Safety and Health Administration (OSHA) requirements and other regulations related to prevention, reporting of exposure, and disposal of medical waste. All prehospital personnel shall be trained in prevention and universal precautions.

Describe your organization's communicable disease control and safety policies and procedures.

F. Critical incident stress management (CISM)

The nature of work in emergency medical services may produce stress in pre-hospital care personnel. The Contractor shall maintain a critical incident stress management program and an employee assistance program (EAP) for its employees.

Describe your organization's critical incident stress management program and EAP.

4.4 QUALITY/PERFORMANCE SECTION

The Quality/Performance Section of the proposal shall, for each of the topics below, provide:

- Description of bidder's method/manner of meeting the minimum requirement or criteria; and
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

A. Quality improvement program

The Contractor shall establish a comprehensive emergency medical services system quality improvement (QI) program meeting the requirements of California Code of Regulations, Title 22, Chapter 12 (EMS System Quality Improvement) and related guidelines.

The program shall be designed to interface with the County's quality management program, including participation in system related quality improvement activities. The program shall be an organized, coordinated, multidisciplinary approach to the assessment of prehospital emergency medical response and patient care for the purpose of improving patient care service and outcome. The program should not be limited to clinical functions alone. For example, response times should be addressed within the program as well as matters such as customer surveys and complaints. The program should include methods to measure performance, identify areas for improvement, and how such improvements can be implemented and then evaluated. The program shall describe customer service practices, including how customer satisfaction is determined and how customer inquiries/complaints are handled.

Desirable features for the QI program shall include, but are not limited to, involvement of a broad base of field care providers, use of cross-functional teams to study and correct problems, reliance on data, use of measurement tools, use of clinical indicators, and ties to continuing education.

B. Written quality improvement plan

The Contractor shall develop and implement, in cooperation with other EMS system participants, a provider-specific written QI plan. It shall include indicators which address, but are not limited to, the following:

- Personnel
- Equipment and supplies
- Documentation
- Clinical care and patient outcome
- Skills maintenance/competency
- Transportation/facilities
- Public education and prevention
- Risk management

This plan shall be submitted to the County for approval.

In addition, the Contractor shall:

- Review its QI program annually for appropriateness to the Contractor's operation and revise as needed;
- Participate in the San Joaquin County EMS Agency's QI program that may include making available relevant records for program monitoring and evaluation;
- Develop, in cooperation with appropriate personnel/agencies, a performance improvement action plan when the QI program identifies a need for improvement. If the area identified as needing improvement includes system clinical issues, collaboration is required with the Contractor's medical director and the San Joaquin County EMS Agency medical director or his/her designee;
- Submit a quarterly report to the County to show compliance with the approved plan and areas for improvement;
- Provide the County with an annual update, from date of approval and annually thereafter, on the Contractor's QI program. The update shall include, but not be limited to, a summary of how the Contractor's QI program addressed the program indicators.

If the California EMS Authority promulgates regulations or guidelines that address EMS quality improvement planning or activities, the Contractor shall amend its plan to comply with these requirements.

Describe your organization's continuous quality improvement program, including training for personnel.

Minimum Requirement:

- Develop a plan meeting the above requirements.
- Comply with County QI reporting on a quarterly basis.

C. Inquiries and complaints

The Contractor shall provide prompt response and follow-up to inquiries and complaints. Such responses shall be subject to the limitations imposed by patient confidentiality restrictions.

Describe your inquiry and complaint management system. Include cycle times for in-process measures (i.e., length of time from initial call to time of contacting complainant, etc.).

D. Incident reports

The Contractor shall complete an incident or unusual occurrence report within 48 hours for personnel involved in an unusual occurrence. The Contractor shall immediately notify the County of potential violations of the California Health and Safety Code, California Code of Regulations, or San Joaquin County EMS Agency policies.

Describe or provide your organization's incident reporting and tracking policy and procedures.

Minimum Requirement:

- Cooperate fully with the County and/or the California EMS Authority in the investigation of an incident or unusual occurrence.

E. County contract monitoring costs

The Contractor shall contribute to the funding of EMS Agency staff for monitoring contract compliance, monitoring quality of the EMS system, and data management, as shown in Section 5.8

Minimum Requirement:

- Agree to pay the annual fees specified in Section 5.8.

4.5 DATA AND REPORTING SECTION

The Data and Reporting Section of the proposal shall include:

- Description of bidder's method/manner of meeting the minimum requirement or criteria; and
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

4.5.1 Data system hardware and software

The County currently utilizes an automated database system for the patient care record portion of the system.

The Contractor will be required to submit the required data elements in a digital format that allows direct import into the County's database.

Minimum Requirement:

- Utilize a system that allows for timely transmission of required data elements to the County allowing full integration of data, Countywide.

4.5.2 Use and reporting responsibilities

The Contractor shall provide computer aided dispatch data to the County, in an electronic format acceptable to the County, on a monthly basis. Computer aided dispatch (CAD) data will include, as a minimum, records for all emergency ambulance requests received at the Contractor's dispatch center. Each computer aided dispatch record submitted to the County will, as a minimum, contain the data fields required by San Joaquin County EMS Policies and Procedures.

The EMS data system shall be used for documentation of patient medical records, continuous quality improvement, and reporting aggregate data as specified in the California Health and Safety Code and the current version of California EMS Authority's Data System Standards (EMSA #161).

The EMS data system shall contain all EMS responses and patient records. These patient records shall contain a unique identifier for each patient (e.g., Patient Care Report (PCR) number), automated dispatch system information for the response, pre-hospital personnel for the response, patient name, address, insurance type (e.g. Private Insurance, Medicare, Medi-Cal, Self Pay), patient history and physical findings, treatment rendered, disposition, and emergency department outcome information. The Contractor shall comply with the requirements for the PCR as identified in County policy. The Contractor shall utilize an EMS data system that includes all of the fields required by San Joaquin County EMS Policies and Procedures.

The Contractor shall use an EMS data system approved by the County with respect to data structures, code sets (i.e. pick list values), and data export capabilities.

The Contractor shall maintain current records related to EMT-I, EMT-P, and EMD licensing, accreditation, certification, and continuing education.

- The Contractor shall continuously provide the County with a list of EMT-I's currently employed by the Contractor. Information shall include, but not be limited to, name and EMT-I certification number. Information necessary to keep this list current shall be updated at least monthly.
- The Contractor shall continuously provide the County with a list of EMT-Ps currently employed by the Contractor. Information shall include, but not be limited to, name and EMT-P license number. Information necessary to keep this list current shall be updated at least monthly.
- The Contractor shall continuously provide the County with a list of Emergency Medical Dispatchers currently employed by the Contractor or by any dispatch agency utilized by the Contractor to meet the requirements of this RFP. Information shall include, but not be limited to, name and certification number. Information necessary to keep this list current shall be updated at least monthly.

Minimum Requirements:

- Complete, maintain, and continuously provide to the County copies of:
 - Dispatch center CAD records.
 - Pre-hospital care data.
 - Current records related to EMT-I, EMT-P, and EMD licensing, accreditation, certification, and continuing education.
- Complete, maintain, and continuously provide to County copies of:
 - Equipment failure reports.
 - Number of emergency responses and transports.
 - A complete listing of all service complaints received and their disposition/resolute.
 - Continuous QI program reports.
- Complete, maintain, and upon request, make available to the County within seven days of request, copies of:
 - Personnel records (including current licensure and certification).
 - Equipment and vehicle maintenance reports.
 - Patient billing and account documentation.

4.5.3 Prehospital care reports and penalties

Immediate availability of prehospital care information is mandatory for quality patient care. The Contractor shall provide documentation as approved by the EMS Medical Director to hospital personnel prior to leaving the facility. The minimum County requirement is appropriate documentation being left at the hospital 90% of the time.

After the first year of the contract, the penalties for failure to leave appropriate documentation are \$5 per missing document when the compliance rate is 90% to 99%. When the compliance rate is less than 90% within a calendar month, penalties for failure to leave appropriate documentation are \$200 per document.

Minimum Requirement:

- Accept the documentation penalties.
- Prior to the end of the ninth month of the contract, submit a plan for demonstrating compliance with auditing of this requirement.

4.5.4 Audits and inspections

The Contractor shall retain and make available for inspection by the County during the term of the contract and for at least a three-year period from expiration of the contract all documents and records required and described herein.

At any time during normal business hours, and as often as may reasonably be deemed necessary, the County's representatives, including EMS Agency representatives and the EMS Medical Director, may observe the Contractor's operations. Additionally, the Contractor shall make available for their examination and audit, all contracts (including union contracts), invoices, materials, payrolls, inventory records, records of personnel (with the exception of confidential personnel

records), daily logs, conditions of employment, excerpts of transcripts from such records, and other data related to all matters covered by the contract.

County representatives may, at any time, and without notification, directly observe and inspect the Contractor's operation, ride as "third person" on any of the Contractor's ambulance units, provided however, that in exercising this right to inspection and observation, such representatives shall conduct themselves in a professional and courteous manner, shall not interfere in any way with the Contractor's employees in the performance of their duties, and shall, at all times, be respectful of the Contractor's employer/employee relationship.

The County's right to observe and inspect the Contractor's business office operations or records shall be restricted to normal business hours, except as provided above.

Minimum Requirement:

- Agree to audits and inspections required by the County.

4.6 FINANCIAL AND ADMINISTRATIVE SECTION

The Financial and Administrative Section of the proposal shall, for each of the topics below, provide:

- Budget Format—found in Attachment J of this RFP.
- Ambulance Rates—found in Attachment K of this RFP.
- Charge Scenarios—found in Attachment L of this RFP.
- Description of bidder's method/manner of meeting the minimum requirement or criteria.
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

In addition to the paper versions of these, bidders must submit an electronic version on the spreadsheet template included with this RFP.

The County's current rate structure is shown in Attachment S. Proposed cost increases will be carefully scrutinized relative to increased value.

4.6.1 Budget

To fulfill this requirement, the bidder shall provide complete information on the full costs of its proposed service. Information shall include the bidder's ambulance system operational budgets for each year of the first three years of operation. Additionally, the bidder shall provide complete information on its projected revenue from ambulance service billing for each of the first three years. If revenue from ambulance service billing does not cover costs of operations, the bidder shall document its projected source of revenue to offset such loss and shall detail the bidder's projected timeframe to recoup losses. The bidder shall bid new ambulances and equipment.

"Full Cost" shall mean all costs attributable to the provision of service.

Submit a completed "Proposed Operating Budget" (found in of Attachment J this RFP), one for each of the first three years of the contract.

4.6.2 Proposed ambulance charges

The rates approved at time of contract execution shall remain in effect for two years.

1. Submit the completed form "Proposed Ambulance Rates" (found in Attachment K of this RFP).
2. Submit the completed form "Charge Scenarios" (found in Attachment L of this RFP).

4.6.3 Performance security

The Contractor shall obtain prior to commencement of operations and maintain throughout the term of the contract, performance security in one of the following methods acceptable to the County. The amount of the security will be in the amount of:

Zone A	\$250,000
Zone B	\$500,000
Zone C	\$250,000

The performance security shall be in the form of one of the following methods or a combination of these methods:

- 1) Performance Bond – A performance bond issued by an admitted surety licensed in the State of California acceptable to the County provided that the language of such performance bond shall recognize and accept the contract requirement for immediate release of funds to the County upon determination by the County that the Contractor is in major breach of the Contract or County Ordinance and that the nature of the breach is such that the public health and safety are endangered, and recognizing that any legal dispute by the Contractor or the bonding company shall be initiated and resolved only after release of the performance security funds to the County; or
- 2) An Irrevocable Letter of Credit issued by a bank or other institution acceptable to the County in a form acceptable to the County, which shall recognize and accept the contract requirement for immediate payment of funds to the County upon determination by the County that the Contractor is in major breach and that the nature of the breach is such that the public health and safety are endangered, and recognizing that any legal dispute by the Contractor or the creditor shall be initiated and resolved only after release of the performance security funds to the County. Real property may be used by a bank to provide the financial resources for credit required under this section.
- 3) A combination of the above methods that is acceptable to the County.

The performance bond or irrevocable letter of credit furnished by the Contractor in fulfillment of this requirement shall provide that such bond or letter of credit shall not be canceled for any reason except upon 30 calendar days written notice to the County of the intention to cancel said bond or letter of credit. The Contractor shall, not later than 20 days following the commencement of the 30-day notice period, provide the County with replacement security in a form acceptable to the County. In the event that the guarantor/surety is placed into liquidation or

conservatorship proceedings, the Contractor shall provide replacement security acceptable to the County within 20 days of such occurrence.

In addition, if the County determines that a major breach has occurred, and if the nature of the breach is, in the County's opinion, such that public health and safety are endangered, and after the Contractor has been given notice and reasonable opportunity to correct such deficiency, the Contractor shall cooperate completely and immediately with County to effect a prompt and orderly takeover/ replacement which shall be effected within 72 hours after finding of major breach by County, in accordance with Section 5.1.5.

Failure of the successful bidder to meet these performance security requirements after the successful bidder has been selected, and prior to contract start date, shall result in forfeiture of the award.

Minimum Requirements:

- Accept the requirements for performance security.
- Accept the Lien/Assumption of Assets procedure.

Identify the source of performance security you will use.

4.6.4 Insurance

The Contractor, at its sole cost and expense, shall obtain maintain, and comply with all County insurance coverage and requirements. Such insurance shall be occurrence based or claims made with tail coverage or shall be in a form and format acceptable to County Counsel and County Risk Management and shall be primary coverage as respects County.

If the Contractor utilizes one or more subcontractors in its performance under this RFP, the Contractor shall obtain and maintain Independent Contractor's Insurance as to each subcontractor or otherwise provide evidence of insurance coverage for each subcontractor equivalent to that required of the Contractor in this RFP.

A. Types of Insurance and Minimum Limits

- A. **General Liability.** The Contractor shall obtain and keep in force during the term of the contract general liability insurance issued by an insurance company authorized to do business in the State of California or a statutorily permissible self insurance program, insuring the owner against loss by reason of injury or damage that may result in persons or property from negligent operation or defective maintenance, or from violation of this Chapter or any other law of the State of California, or the United States. Said comprehensive or commercial general liability shall be in the sum of not less than \$1 million for combined single limit bodily injury and property damage with a \$3 million umbrella policy, including coverage for (a) bodily injury, (b) personal injury (c) broad form property damage, (d) contractual liability and (e) cross-liability.

- B. Professional Liability. The Contractor shall obtain and keep in force during the term of the contract professional liability insurance issued by an insurance company authorized to do business in the State of California or a statutorily permissible self insurance program, insuring the owner against loss by reason of injury or damage that may result in persons or property from negligent operation or defective maintenance, or from violation of this Chapter or any other law of the State of California, or the United States. Said professional liability insurance shall be in the sum of not less than \$1 million primary coverage with \$2 million excess policy, for a combination of coverage totaling \$3 million.
 - C. Automobile Insurance. The Contractor shall obtain and keep in force during the term of the contract comprehensive automobile liability insurance for each of the Contractor 's vehicles used in the performance of its contract, including owned, non-owned (e.g. owned by the Contractor's employees), leased or hired vehicles issued by an insurance company authorized to do business in the State of California or a statutorily permissible self insurance program, insuring the owner against loss by reason of injury or damage that may result in persons or property from negligent operation or defective maintenance, or from violation of this Chapter or any other law of the State of California, or the United States. Said comprehensive automobile liability policy shall be in the sum of not less than \$1 million for combined single limit bodily injury and property damage with a \$3 million umbrella policy.
 - D. Worker's Compensation Insurance. All employees of the Contractor must be covered by Worker's Compensation Insurance Policy, in the minimum statutorily required coverage amounts.
- B. Other Insurance Provisions
- A. Additional Insured. The Contractor shall maintain insurance policies for the above outlined requirements, which contain endorsements naming the County as additional insured for general liability, professional liability, and auto liability.
 - B. Hold Harmless. The Contractor shall indemnify, defend and hold harmless the County, its officers, agents and employees from all claims, demands or liability arising out of or encountered in connection with this agreement or performance under it, whether such claims, demands, or liability are caused by provider, provider's agent or employees, excepting only such injury or harm as may be caused by County's fault or negligence. Such indemnification shall extend to claims, demands, or liability for injuries occurring after performance under the contract requiring a 30-day notice to be given to the Permit Officer prior to cancellation, modification or reduction in limits.

- D. Evidence of Insurance. Prior to the starting date of the contract and during the term of the contract, a Certificate of Insurance indicating compliance with all insurance requirements shall be filed with the County.

Minimum Requirement:

- Comply with the County's insurance requirements.

4.6.5 Business office, billing and collection system

The Contractor shall utilize a billing and collections system that is well-documented and easy to audit, which minimizes the effort required to obtain reimbursement from third party sources for which they may be eligible, and is capable of electronically filing Medicare and Medi-Cal billing claims.

1. Describe your billing and collection system.
2. Provide a copy of a late notice.
3. Describe how your organization evaluates and improves the billing and collection system. Give at least one example of system improvement in the past year.

4.6.6 Annual financial audit

The Contractor shall provide to the County annual audited financial statements prepared by an independent public accounting firm in accordance with generally accepted accounting principles and approved by a certified public accountant. Statements shall be available to the County within 120 calendar days of the close of the Contractor's fiscal year. If the Contractor's financial statements are prepared on a consolidated basis, then separate balance sheets and income statements for operations within San Joaquin County shall be required and shall be subject to the independent auditor's opinion.

Minimum Requirement:

- Provide the County an annual audited financial statement according to the requirements identified.

4.7 COMMUNITY EDUCATION/PREVENTION

The Community Education/Prevention Section of the proposal shall, for each of the topics below, provide:

- Description of bidders method/manner of meeting the minimum requirement or criteria; and
- Description of any enhancement or proposal for exceeding the minimum requirements or criteria.

4.7.1 Public information and education programs

The Contractor shall participate in the EMS system's public education and information program including press relations, explanations regarding rates, regulations and system operations, increasing public awareness and knowledge of the EMS system, injury/mortality prevention/reduction, and general health and safety promotion.

The Contractor is encouraged to offer a variety of public education programs, including, but not limited to, EMS system use, citizen cardio pulmonary resuscitation (CPR), disaster preparedness, injury prevention, seat belt and helmet use, infant/child car seats, and injury prevention for elders. Other appropriate activities might include blood pressure screening, speaking to community groups, and programs for school children and adolescents. The Contractor shall work collaboratively with other public safety and EMS related groups such as the American Heart Association, the American Red Cross, and health care organizations to plan and provide public education programs.

1. Describe your current role in Public Information and Education.
2. Identify your Public Information and Education plan, including timeline and measurements, upon successful acquisition of this contract.

4.7.2 EMS training programs

The Contractor shall participate in the training programs for fire departments and other first responder organizations. These shall include joint training exercises and providing of instructors for training courses, evaluators for EMT and first responder testing, and similar activities.

1. Describe your current role in prehospital training programs.
2. Identify your plan for participating in training programs in San Joaquin County.

The Contractor shall provide field internship opportunities for EMT-P training programs based in San Joaquin County.

Minimum Requirement:

- Agree to provide EMT-P field internship opportunities.

4.7.3 Other community service programs

The Contractor shall participate in other community service programs, including:

- Providing a minimum number of free or discounted ambulance standbys at youth sporting events and community events;
- Providing free or discounted transports for the Safe Surrender Baby Program;
- Participation in the San Joaquin County Sheriff's Office boat patrol programs; and
- Other.

Describe your intended policy for participation in community service programs.

Section 5: Other contract language

5.1 Contract termination

5.1.1 Without cause

Either party may terminate this contract at any time without cause upon 180 calendar days advance written notice to the other party. Prior to giving such notice, the terminating party shall notify the other party of its intention to terminate and shall allow the other party an opportunity to meet and confer with the terminating party concerning such notice of termination.

5.1.2 Minor breach

Except for specific penalties as described in Section 5.1.3, County may impose a penalty, not to exceed \$500 for each minor breach of this contract that has not been cured within 30 days from date of official notice being given by County or designee.

“Minor breaches” shall be defined as failure to fulfill any of the terms and conditions of this contract, which do not amount to a major breach, as that term is defined in Section 5.1.4.

In addition, failure to comply with the response time performance requirements for two consecutive calendar months, or for any three months in a calendar year, shall be a minor breach of this contract.

Before fines for a minor breach are imposed, the County shall give Contractor written notice of the alleged minor breach and 30 days to cure the breach or otherwise respond to the allegations of breach.

5.1.3 Specific penalties

County may impose a penalty, as specified herein for each occurrence of the incidents described below. Contractor will pay County monthly for any penalties upon receipt and acceptance by County of performance reports with penalties identified for the previous calendar month.

If Contractor disputes County’s response time calculation, or the imposition of any other penalties, Contractor may appeal to the EMS Agency in writing within ten working days of receipt of notice of penalty. The written appeal shall describe the problem and an explanation of the reasons why such penalty should not be assessed. The Technical Advisory Group (TAG) shall review all appeals and shall issue a decision regarding the ruling as to the issues at hand and determination regarding the imposition, waiver, reduction or suspension of the penalty in writing to Contractor and Health Care Services Director within 30 working days of receipt of such requests and advise of the determination of such review. The decision of the Health Care Services Director regarding such matters shall be final.

A. Penalty for failure to meet response time standard

Contractor shall pay County \$10 per excess minute for each emergency ambulance response that exceeds the response time standard, including mutual aid response(s), if not during a declared disaster or multi-casualty incident.

B. Failure to meet response time compliance area standard

Each time that Code-3 responses for a response time compliance area are calculated at less than 90% of the response time standard for the previous rolling 30-day period, Contractor will pay County \$5,000. However, Contractor will only be required to pay this amount once for each response time compliance area within a single 30-day period

C. Penalty for failure to provide data to determine compliance

Each time an ambulance is dispatched and the crew or dispatcher fails to report and document an on-scene time, Contractor shall pay a fine of \$250 for each occurrence. Additionally, when the on-scene time cannot be provided for said emergency call, the response time for that call shall be deemed to have exceeded the required response time for the purposes of determining response zone time compliance.

In order to rectify the failure to report an on-scene time and to avoid the penalty, Contractor may demonstrate to the satisfaction of the San Joaquin County EMS Agency an accurate on-scene time, however, the response would then be subject to response time penalty calculations.

D. Penalty for mechanical failure

Contractor shall pay a fine of \$500 for per each preventable mechanical failure in route to or transporting a patient from an emergency call. Within 72 hours of discovery, Contractor shall provide the EMS Agency with a full description of each response where there was a mechanical failure and the remedial action taken to prevent a reoccurrence

E. Penalties for failure to meet ambulance staffing or clinical standards

Contractor shall pay a fine of \$500 whenever an ambulance, not staffed as require, responds to an emergency call. Within 72 hours of discovery, Contractor shall provide the EMS Agency with a full description of each response where there was a failure to meet ambulance clinical or staffing standards and the remedial action taken to prevent a reoccurrence.

F. Failed Response.

Contractor shall pay a fine of \$5,000 for each time Contractor fails to respond to, or is unable to respond to a call and fails to refer the call to another agency (i.e. the call receives no response), and such incident requires an ambulance response in accordance with EMS Dispatch Protocols. Each instance of a failed response shall be evaluated by the EMS Agency to determine the threat to the public health and safety and the need to initiate the provisions of a major breach of contract.

G. Failure to leave appropriate documentation at the receiving hospital

Effective one-year after the starting date of this contract, if Contractor's personnel fail to leave appropriate documentation at the receiving hospital, Contractor shall pay \$5 per document when compliance in a calendar month is between 90% and 100%. For less than 90% compliance, the penalty for each failure to leave patient document will be \$200.

5.1.4 Termination for cause

Either party may terminate this contract at any time for cause or for major breach of its provisions affecting the public health and safety, consistent with the provisions herein.

"Major breach" shall include, but not be limited to:

- A. Failure of Contractor to operate its ambulances and emergency medical services program in a manner which enables County and Contractor to remain in substantial compliance with the requirements of federal, State, and local laws, rules and regulations;
- B. Willful falsification of information supplied by Contractor in its proposal and during the consideration, implementation, and subsequent operation of its ambulance and emergency medical services program, including, but not limited to, dispatch data, patient reporting data, and response time performance data, as relates to this contract;
- C. Chronic or persistent failure of Contractor's employees to conduct themselves in a professional and courteous manner where reasonable remedial action has not been taken by Contractor;
- D. Failure to comply with these response time performance requirements for three consecutive calendar months, or for any four months in a calendar year, shall be a major breach of this contract;
- E. Failure to substantially and consistently meet or exceed the various clinical and staffing standards required herein or offered by Contractor in its response to County's RFP, and accepted by County;
- F. Failure to participate in the established Continuous Quality Improvement program of the San Joaquin County EMS Agency, including, but not limited to investigation of incidents and implementing prescribed corrective actions;
- G. Failure to maintain equipment or vehicles in accordance with good maintenance practices, or to replace equipment or vehicles in accordance with Contractor's submitted and accepted Equipment Replacement Policy, except as extended use of such equipment is approved by County as provided for herein;
- H. Chronic or persistent failure to comply with conditions stipulated by County to correct any minor breach conditions;
- I. Failure of Contractor to cooperate and assist County in the investigation or correction of any minor or major breach of the terms of this contract;

- J. Failure by Contractor to cooperate with and assist County in its takeover or replacement of Contractor's operations after a major breach has been declared by County, as provided for herein, even if it is later determined that such default never occurred or that the cause of such default was beyond Contractor's reasonable control;
- K. Failure to assist in the orderly transition, or scaling down of services upon the end of the exclusive operating area (EOA) agreement if a subsequent EOA agreement with Contractor is not awarded;
- L. Failure to comply with required payment of fines or penalties within 30 days written notice of the imposition of such fine or penalty;
- M. Failure to maintain in force throughout the term of this contract, including any extensions thereof, the insurance coverage required herein;
- N. Failure to maintain in force throughout the term of this contract, including any extensions thereof, the performance security requirements as specified herein;
- O. Willful attempts by Contractor to intimidate or otherwise punish employees who desire to interview with or to sign contingent employment agreements with competing Contractors during a subsequent bid cycle;
- P. Any willful attempts by Contractor to intimidate or otherwise punish or dissuade personnel in cooperating with or reporting concerns, deficiencies, etc., to the San Joaquin County EMS Agency or other oversight agency;
- Q. Any other willful acts or omissions of Contractor that endanger the public health and safety; and
- R. Failure to timely prepare and submit the required annual audit.

5.1.5 Declaration of major breach and takeover/replacement service

If the San Joaquin County Board of Supervisors determines that a major breach has occurred, and if the nature of the breach is, in the Board's opinion, such that public health and safety are endangered, and after Contractor has been given notice and reasonable opportunity to correct such deficiency, Contractor shall cooperate completely and immediately with County to effect a prompt and orderly takeover/ replacement which shall be effected within 72 hours after finding of major breach by the Board of Supervisors.

Contractor will provide the ambulances and crew stations in San Joaquin County to County, in mitigation of any damages to County, resulting from Contractor's breach or failure to perform. However, during County's takeover of the ambulances and equipment, County and Contractor will be considered lessee and lessor, respectively.

5.1.6 Dispute after takeover/replacement

Contractor shall not be prohibited from disputing any finding of major breach through litigation, provided, however, that such litigation shall not have the effect of delaying, in any way, the immediate takeover/ replacement of operations by County.

Neither shall such dispute by Contractor delay County's access to Contractor's performance security.

Any legal dispute concerning a finding of breach shall be initiated only after the emergency takeover/replacement has been completed. Contractor's cooperation with, and full support of, such emergency takeover/ replacement process, as well as the immediate release of performance security funds to County, shall not be construed as acceptance by Contractor of the finding of major breach, and shall not in any way jeopardize Contractor's right to recovery should a court later determine that the declaration of major breach was in error. However, failure on the part of Contractor to cooperate fully with County to effect a safe and orderly takeover/replacement of services shall constitute a major breach under this ordinance, even if it is later determined that the original declaration of major breach was made in error.

5.1.7 Breach not dangerous to public health and safety

If County declares Contractor to be in breach on grounds other than performance deficiencies dangerous to public health and safety, Contractor may dispute County's claim of major breach prior to takeover/replacement of Contractor's operations by County.

5.1.8 Liquidated damages

The unique nature of the services that are the subject of this contract requires that, in the event of major default of a type that endangers the public health and safety, County must restore services immediately, and Contractor must cooperate fully to effect the most orderly possible takeover/replacement of operations. In the event of such a takeover/replacement of Contractor's operations by County, it would be difficult or impossible to distinguish the cost to County of effecting the takeover/replacement, the cost of correcting the default, the excess operating cost to County during an interim period, and the cost of recruiting a replacement for Contractor from the normal cost to County that would have occurred even if the default had not occurred. Similarly, if takeover/replacement costs and interim operating costs are high, it would be impossible to determine the extent to which such higher costs were the result of Contractor's default from faulty management or County's costs during takeover and interim operations.

For these reasons, this liquidated damages provision is a fair and necessary part of this contract. The minimum amount of these additional costs to County (e.g., costs in excess of those that would have been incurred by County if the default had not occurred) could be not less than \$250,000 to \$500,000 even assuming County's takeover/replacement management team is fully competent to manage the previously contracted functions.

Therefore, in the event of such a declared major breach, Contractor shall pay County liquidated damages in the amount of: \$250,000 for Zone A; \$500,000 for Zone B; and \$250,000 for Zone C.

5.1.9 County responsibilities

In the event of termination, County shall be responsible for complying with all laws, if any, respecting reduction or termination of prehospital medical services.

Minimum Requirement:

- Agree to the contract termination language

5.2 “Lame duck” provisions

If Contractor fails to win the bid in a subsequent bid cycle, County shall depend upon Contractor to continue provision of all services required under this contract until the winning contractor takes over operations. Under these circumstances, Contractor would, for a period of several months, serve as a “lame duck”. To ensure continued performance fully consistent with the requirements of this contract throughout any such “lame duck” period, the following provisions shall apply:

- Throughout such “lame duck” period, Contractor shall continue all operations and support services at substantially the same levels of effort and performance as were in effect prior to the award of the subsequent contract to the subsequent winning contractor;
- Contractor shall make no changes in methods of operation that could reasonably be considered aimed at cutting Contractor’s service and operating costs to maximize profits during the final stages of this contract; and
- Contractor may reasonably begin to prepare for transition of service to the new Contractor during the “lame duck” period, and County shall not unreasonably withhold its approval of the outgoing Contractor’s requests to begin an orderly transition process, including reasonable plans to relocate staff, scale down certain inventory items, etc., so long as such transition activities do not impair Contractor’s performance during such “lame duck” period, and so long as such transition activities are prior-approved by County.

Minimum Requirement:

- Agree to County’s “lame duck” requirements.

5.3 Indemnification for damages, taxes and contributions

Contractor shall exonerate, indemnify, defend, and hold harmless County from and against:

- A. Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which County may sustain or incur or which may be imposed upon it for injury to or death of persons, or damage to property as a result of, arising out of, or in any manner connected with Contractor’s performance under the terms of this contract, excepting any liability arising

out of the sole negligence of County. Such indemnification includes any damage to the person(s), or property(ies) of Contractor and third persons.

- B. Any and all federal, State and local taxes, charges, fees, or contributions required to be paid with respect to Contractor and Contractor's officers, employees and agents engaged in the performance of this contract (including, without limitation, unemployment insurance, and social security and payroll tax withholding).

5.4 Equal employment opportunity

During and in relation to the performance of this contract, Contractor agrees as follows:

- A. Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to the following: recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.
- B. Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age, veteran status, or any other non-merit factor unrelated to job duties.

In the event of Contractor's non-compliance with the non-discrimination clauses of this Agreement or with any of the said rules, regulations, or orders Contractor may be declared ineligible for further agreements with County.

Contractor shall cause the foregoing provisions of this section to be inserted in all subcontracts for any work covered under this contract by a subcontractor compensated more than \$50,000 and employing more than 15 employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

5.5 Independent contractor status

Contractor is an independent contractor and not an employee of County. Contractor is responsible for all insurance (workers compensation, unemployment, etc.) and all payroll related taxes. Contractor is not entitled to any employee benefits. County agrees that Contractor shall have the right to control the manner and means of accomplishing the result contracted for herein

5.6 Non-assignment and non-delegation

Contractor shall not assign or delegate this contract without the prior written consent of County.

5.7 Retention and audit of records

Contractor shall retain records pertinent to this contract for a period of not less than five years after final payment under this contract or until a final audit report is accepted by County, whichever occurs first. Contractor hereby agrees to be subject to the examination and audit by the San Joaquin County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of five years after final payment under this contract.

5.8 Monitoring costs

Contractor shall pay the County an annual fee for the cost of monitoring Contractor's operational and clinical performance and other compliance with the terms of this Contract as follows:

Year 1 Zone A \$12,000; Zone B \$77,000, Zone C \$10,000;

Year 2 Zone A \$12,600; Zone B \$80,850; Zone C \$10,500;

Year 3 Zone A \$13,230; Zone B \$84,900; Zone C \$11,025;

Year 4 Zone A \$13,900; Zone B \$89,150; Zone C \$11,600;

Year 5 Zone A \$14,600; Zone B \$93,600; Zone C \$12,200;

One quarter of the annual fee shall be due on July 1, October 1, January 1, and April 1 of each year of this contract.

Attachments

Attachment A: Proposal identification

PROPOSAL TO PROVIDE EMERGENCY AMBULANCE SERVICES TO SAN JOAQUIN COUNTY (2005)

*** THIS FORM MUST APPEAR ON THE FRONT OF THE PROPOSAL ***

This is a proposal to contract with San Joaquin County to provide emergency advanced life support ambulance service within Exclusive Operating Area Zones A, B, and/or C.

Name of bidder:

dba:

Legal address:

Phone:

Contact person:

Mailing address (if
different):

Phone:

Email:

Zones included

☐

A

☐

B

☐

C

OFFICIAL USE ONLY: DO NOT FILL IN THIS SECTION

RFP number:		Zones	
Date received:		Time received:	
Received by:			
Title:			

Attachment B: Statement of intent and affirmation

In submitting this proposal/offer, _____
hereafter referred to as "bidder", hereby affirms its full understanding of all terms set
forth in the Request for Proposal (RFP).

Further, bidder certifies the completeness and accuracy of all information
contained in the bidder's response to the RFP and supplied to the County of San
Joaquin during the RFP process. This shall constitute a warranty, the falsity of
which shall entitle the County of San Joaquin to pursue any remedy authorized by
law, which shall include the right, at the option of County of San Joaquin, of
declaring any contract made as a result thereof to be void.

The bidder's proposal constitutes a firm and binding offer by the bidder to
perform the services as stated. This offer shall remain open and may be accepted
by San Joaquin County until 180 days after the deadline for submission of proposals
under the RFP.

Bidder further affirms that bidder will meet or exceed request for proposal
specifications unless exceptions have been specifically noted in the proposal.

Date

Responding organization

By: Signature (authorized representative)

Name (printed)

Title

State of _____

County of _____

On this _____ day of _____ 2005 before me, the undersigned, a
Notary Public in and for the said County and State, personally appears
_____ to me known to be the person
described herein and who executed the foregoing Affirmation Statement, and
acknowledged that s/he executed the same has her/his free act and deed.
Witness my hand and Notary Seal subscribed and affixed in said County and State,
the day and year above written.

Notary Public

(Seal)

My Commission Expires _____

Attachment C: Investigative authorization–company

The undersigned organization, a prospective bidder to provide emergency advanced life support ambulance service for the County of San Joaquin, recognizes that public health and safety requires assurance of safe, reliable, and cost-efficient ambulance service. That assurance will require inquiry into aspects of company operations deemed relevant by the County of San Joaquin, or its agents. The company specifically agrees that the County of San Joaquin or its agency may conduct an investigation into, but not limited to the following matters:

1. The financial stability of the company, including its owners and officers, any information regarding potential conflict of interests, past problems in dealing with other clients or cities where the company has rendered service, or any other aspect of the company operations or its structure, ownership, or key personnel which might reasonably be expected to influence the County of San Joaquin's selection decision.
2. The company's current business practices, including employee compensation and benefits arrangements, pricing practices, billing and collections practices, equipment replacement and maintenance practices, in-service training programs, means of competing with other companies, employee discipline practices, public relations efforts, current and potential obligations to other buyers, and general internal personnel relations.
3. The attitude of current and previous customers of the company toward the company's services and general business practices, including patients or families of patients served by the company, physicians or other health care professionals knowledgeable of the company's past work, as well as other units of local government with which the company has dealt in the past.
4. Other business in which company owners and/or other key personnel in the company currently have a business interest.
5. The accuracy and truthfulness of any information submitted by the company in connection with such evaluation.

This authorization shall expire six months from the date of the signature.

AUTHORIZATION FOR SUCH INVESTIGATION IS HEREBY EXPRESSLY GIVEN
BY THE COMPANY:

Date

Organization

By: Signature (authorized representative)

Names (printed)

Title

State of

County of

On this _____ day of _____ 2005 before me, the undersigned, a
Notary Public in and for the said County and State, personally appears
_____ to me known to be the person
described herein and who executed the foregoing Affirmation Statement, and
acknowledged that s/he executed the same as her/his free act and deed.
Witness my hand and Notary Seal subscribed and affixed in said County and State,
the day and year above written.

Notary Public

(Seal)

My Commission Expires

Attachment D: Investigative authorization–individual

The undersigned, being _____ (title) for _____ (Company), which is a bidder to provide emergency and advanced life support ambulance service to the County of San Joaquin, recognizes that public health and safety requires assurance of safe, reliable, and cost efficient ambulance service. In order to judge this bid, it is necessary to require an inquiry into matters which are deemed relevant by the County of San Joaquin or its agents, such as, but not limited to, the character, reputation, and competence of the company's owners and key employees.

The undersigned specifically acknowledges that such inquiry may involve an investigation of his or her personal work experience, educational qualifications, moral character, financial stability, and general background, and specifically agrees that the County of San Joaquin, or its agents, may undertake a personal investigation of the undersigned for the purpose stated. This authorization shall expire six (6) months from the signature date.

AUTHORIZATION FOR SUCH PERSONAL INVESTIGATION IS HEREBY EXPRESSLY GIVEN:

Date

Signature

Individual name (typed)

State of _____

County of _____

On this _____ day of _____ 2005 before me, the undersigned, a Notary Public in and for the said County and State, personally appears _____ to me known to be the person described herein and who executed the foregoing Affirmation Statement, and acknowledged that s/he executed the same as her/his free act and deed. Witness my hand and Notary Seal subscribed and affixed in said County and State, the day and year above written.

Notary Public

(Seal)

My Commission Expires _____

Attachment E: Acceptance of minimum requirements

The Authorized Representative of the bidder must initial each area of agreement or disagreement with minimum requirements and must sign the final page.

Agree	Disagree	Minimum Requirements
		Keep a current deployment plan on file with the San Joaquin County EMS Agency.
		Redeploy or add ambulance hours if response time performance standard is not met.
		Ensure all operational policies meet or exceed State, federal or County laws, statutes, and policies.
		Accept the County response time performance standards for response to Code-3 requests.
		Accept the response time exception procedure.
		Agree to calculate response times as defined by the County.
		Accept definition of applicable calls.
		Accept penalty for failure to meet response time standards.
		Acknowledge that payment of penalty does not relieve the Contractor of responsibility for compliance with response time standards.
		Accept penalty for failed response.
		Agree to report these calls as required by the County.
		Accept penalties for failure to provide data necessary to determine response time compliance.
		Provide monthly performance reports in the required format, including identifying emergency calls that did not meet response time standard, ALS staffing standard or the response time data requirement.
		Identify causes of performance failures and document efforts to eliminate these problems.
		Notify the County of any major regulatory actions against the Contractor.

Acceptance of Minimum Requirements (Page 2)

		Accept the penalty assessment procedure.
		Accept the penalty dispute procedure.
		Agree to use air ambulance and air rescue services according to County policies.
		Accept dispatch requirements.
		Accept communication requirements.
		Accept penalty for preventable mechanical failures.
		Actively participate with the County in disaster planning.
		Designate a representative to regularly attend meetings and be the liaison for disaster activities.
		Provide field personnel and transport resources for participation in county disaster drills
		Participate in the appropriate County EMS committees and related subcommittees.
		Ensure that personnel meet or exceed clinical/operational standards established by County policies, procedures, and field treatment guidelines.
		Accept penalties for failure to meet ambulance staffing and clinical standards.
		Agree to report any failure as required by the County.
		Develop a QI plan meeting the requirements of the RFP.
		Comply with County QI reporting on a quarterly basis.
		Cooperate fully with the County and/or the California EMS Authority in the investigation of an incident or unusual occurrence.
		Agree to pay fees for County contract monitoring and QI staff.
		Utilize a system that allows for timely transmission of required data elements to the County allowing full integration of data, countywide.

Acceptance of Minimum Requirements (Page 3)

		Complete, maintain, and continuously provide to the County copies of: <ul style="list-style-type: none"> • Pre-hospital care data; • Current records related to EMT-I, EMT-P, and EMD licensing, accreditation, certification, and continuing education.
		Complete, maintain, and continuously provide to County copies of: <ul style="list-style-type: none"> • Equipment failure reports • Number of emergency responses and transports; • A complete listing of all service complaints received and their disposition/resolute; • Continuous Quality Improvement program reports.
		Complete, maintain, and upon request, make available to County within seven days of request, copies of: <ul style="list-style-type: none"> • Personnel records (including current licensure and certification); • Equipment and vehicle maintenance reports; • Patient billing and account documentation.
		Accept the documentation penalties.
		Prior to the end of the ninth month of the contract, submit a plan for demonstrating compliance with auditing of the documentation requirement.
		Agree to audits and inspections required by the County.
		Comply with the County's insurance requirements.
		Provide the County an annual audited financial statement according to the requirements identified.
		Agree to provide EMT-P field internship opportunities.
		Agree to the contract termination language.
		Agree to the County's "lame duck" requirements.
		Accept the requirements for performance security.
		Accept the Lien/Assumption of Assets procedure.

Acceptance of Minimum Requirements (Page 4)

Date

Organization

By: Signature (authorized representative)

Name (printed)

Title

Attachment F: Acceptance of contract language

The applicant will be required to enter into a contract containing the contracted provisions shown in Section 5, in addition to provisions setting forth the services to be provided by the applicant. Inability or unwillingness to meet these terms may be grounds for disqualification.

Any proposed changes to the proposed contract language must be identified as part of the proposal, using a “~~strikeover~~/underline” method. No proposed changes to these contract sections, which are not submitted as part of the proposal will be considered.

NOTE: Agreement to the contract language related to contract termination (Section 5.1) and “lame duck” requirements (Section 5.2) is a minimum requirement.

Does _____ accept the proposed (name of bidder) contract language?

☐Yes ☐No*

Date

Organization

By: Signature (authorized representative)

Names (printed)

Title

* If the applicant does not accept the proposed language, alternative language must be submitted, as described above.

Attachment G: EMT-Paramedic compensation package

Bidder

	New Employee	After 2 Years Employment	After 5 Years Employment
--	-----------------	--------------------------------	--------------------------------

Hourly Wage (straight time):

Lowest			
Highest			
Median			

Average number of hours per week for full-time EMT-Ps:

Average gross earning per year for full-time EMT-Ps:

Paid Vacation (days per year)

Paid Holidays (days per year)

Sick Leave (days per year)

Paid Cont. Ed. (hours per year)

Uniform Allowance (per year)

Tuition Reimbursement (per year)

Health Care

Medical

% covered

\$ deductible

Dental

% covered

--	--	--

Optical

% covered

--	--	--

Describe any of the following that are provided:

- Stock Options
- Profit Sharing
- Day Care Services
- Career Development
- Pension Plan

Attachment H: EMT-I compensation package

Bidder

	New Employee	After 2 Years Employment	After 5 Years Employment
--	-----------------	--------------------------------	--------------------------------

Hourly Wage (straight time):

Lowest			
Highest			
Median			

Average number of hours per week for full-time EMT-Is:

Average gross earning per year for full-time EMT-I:

Paid Vacation (days per year)			
Paid Holidays (days per year)			
Sick Leave (days per year)			
Paid Cont. Ed. (hours per year)			
Uniform Allowance (per year)			
Tuition Reimbursement (per year)			

Health Care

Medical

% covered			
\$ deductible			

Dental

% covered			
-----------	--	--	--

Optical

% covered			
-----------	--	--	--

Describe any of the following that are provided:

- Stock Options
- Profit Sharing
- Day Care Services
- Career Development
- Pension Plan

Attachment I: Dispatcher compensation package

Bidder

	New Employee	After 2 Years Employment	After 5 Years Employment
--	-----------------	--------------------------------	--------------------------------

Hourly Wage (straight time):

Lowest			
Highest			
Median			

Average no. of hours per week for full-time dispatchers:

Average gross earning per year for full-time dispatchers:

Paid Vacation (days per year)			
Paid Holidays (days per year)			
Sick Leave (days per year)			
Paid Cont. Ed. (hours per year)			
Uniform Allowance (per year)			
Tuition Reimbursement (per year)			

Health Care

Medical

% covered			
\$ deductible			

Dental

% covered			
-----------	--	--	--

Optical

% covered			
-----------	--	--	--

Describe any of the following that are provided:

- Stock Options
- Profit Sharing
- Day Care Services
- Career Development
- Pension Plan

Attachment J: Proposed operating budget

Bidder		Year	
Zone(s) (circle)	A B C	Option	A B

EXPENSES

<u>Personnel</u>		
<u>Paramedics</u>		
• Wages	\$	
• Benefits	\$	
<u>EMT-Is</u>		
• Wages	\$	
• Benefits	\$	
<u>Dispatchers</u>		
• Wages	\$	
• Benefits	\$	
<u>Other Personnel</u>		
• Wages	\$	
• Benefits	\$	
Subtotal		\$
<u>Vehicles</u>		
• Fuel	\$	
• Repair and maintenance	\$	
• Equipment lease/depreciation	\$	
Subtotal		\$
<u>Medical Equipment/Supplies</u>		
• Supplies	\$	
• Equipment lease/depreciation	\$	
• Maintenance and repair	\$	
Subtotal		\$

Proposed Operating Budget (Page 2)

<u>Other</u>		
• Rents and leases	\$	
• Insurance	\$	
• Utilities and telephone	\$	
• Office supplies and postage	\$	
• Professional services	\$	
• Taxes	\$	
• _____	\$	
• _____	\$	
• _____	\$	
• _____	\$	
Subtotal		\$
Total Expenses		\$

Proposed Operating Budget (Page 3)

Bidder			
Year		Option (circle)	A B

REVENUES

<u>Patient Charges</u>		
• Private payments	\$	
• Medi-Cal	\$	
• Medicare	\$	
• Other third party payments	\$	
Subtotal		\$
• Other sources of revenue (specify)	\$	
Total Revenue		\$
Net income (total revenue minus total expenses)		\$

Basis for Revenue Projections

Source of Payment	Annual Number of Transports	%	Average Payment/Transport	Annual Revenue
• Private				
• Medi-Cal Only				
• Medicare/ Medi-Cal				
• Medicare Only				
• Other _____				
• No Payment			0.00	0.00
Total		100%	\$	\$

Attachment K: Proposed ambulance rates

The undersigned company, a prospective bidder to provide emergency and advanced life support ambulance service for the County of San Joaquin, recognizes that public health and safety requires assurance of safe, reliable, and cost-efficient ambulance service. The bidder shall commit that rates in effect at the time of contract execution remain in effect for two years.

Bidder	
Proposed rates under option (circle)	A B

Proposed ambulance rates

<u>Advanced Life Support</u>		<u>Basic Life Support</u>	
Emergency base rate	\$	Emergency base rate	\$
Emergency response	\$	Emergency response	\$
Night charge	\$	Night charge	\$
I.V. therapy	\$	I.V. therapy	\$
Universal precautions	\$	Universal precautions	\$
Mileage	\$ _____ per mile	Mileage	\$ _____ per mile

Attach a list of any other specific charges proposed.

Proposed ambulance rates (page 2)

Medicare

Do you accept Medicare assignment? _____ Yes _____ No

Definition: Reference: HCFA – 460 form

Medicare Participating Physician or Supplier Agreement

Meaning of Assignment - For purposes of this agreement, accepting assignment of the Medicare Part B payment means requesting direct Part B payment from the Medicare program. Under an assignment, the approved charge, determined by the Medicare carrier, shall be the full charge for the service covered under Part B. The participant shall not collect from the beneficiary or other person or organization for covered services more than the applicable deductible and coinsurance.

Date

Responding organization

By: Signature (authorized representative)

Name (printed)

Title

State of _____

County of _____

On this _____ day of _____ 2005 before me, the undersigned, a Notary Public in and for the said County and State, personally appears _____ to me known to be the person described herein and who executed the foregoing Affirmation Statement, and acknowledged that s/he executed the same has her/his free act and deed. Witness my hand and Notary Seal subscribed and affixed in said County and State, the day and year above written.

Notary Public

(Seal)

My Commission Expires _____

Attachment L: Charge scenarios

Bidder	
Based on proposed rates under option (circle)	A B

Charges are to be based on the rate schedule submitted in this proposal. If an item is included in the base rate, or if there is no charge for an item, indicate this on the form. Identify additional specific charges (e.g., charges to perform any of the identified skills) or routine charges (e.g., infection control charge) in the blanks provided. The total shall reflect all specific and routine charges that a patient in this type of scenario would be billed.

SCENARIO #1: A 56 year-old male is complaining of chest pain. This call occurs at 2:00 a.m. and the patient's home is 12 miles from the closest hospital.

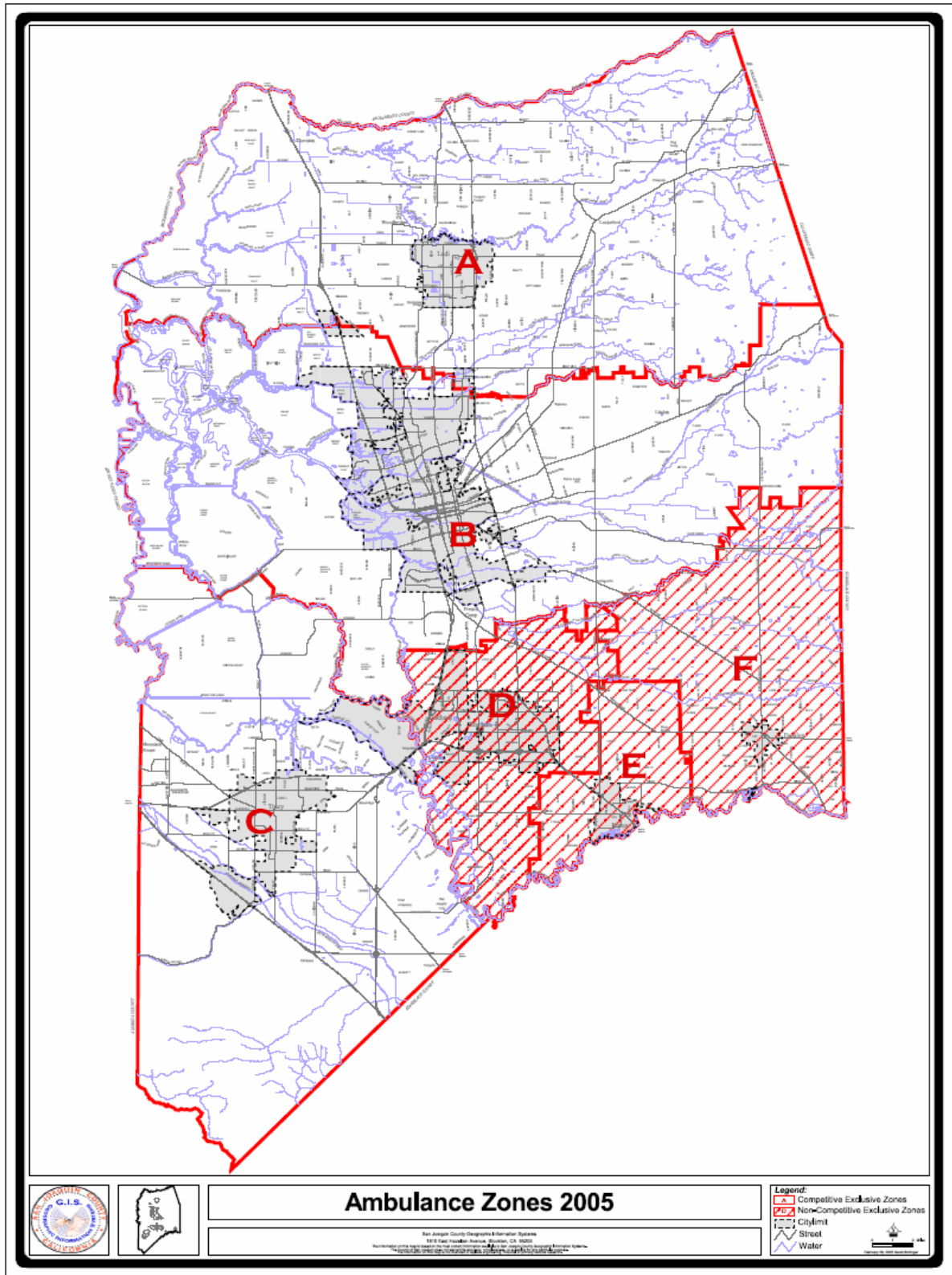
Total	\$
Base rate	\$
Emergency response	\$
Night charge	\$
12 miles transport	\$
Oxygen	\$
Oxygen administration equipment	\$
I.V. administration equipment	\$
Cardiac monitor	\$
Nitroglycerin gr. 1/150 s.l.	\$
Morphine Sulfate 4 mg. I.V.	\$
Aspirin	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$

Charge scenarios (Page 2)

SCENARIO #2: A 25 year-old unconscious diabetic is treated with glucose and refuses treatment signing out AMA. Field personnel spend 45 minutes on this call prior to clearing.

Total	\$
Base rate	\$
Emergency response	\$
Oxygen	\$
I.V. administration equipment	\$
I.V. solution	\$
Glucose	\$
Narcan	\$
Cardiac monitor	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$

Attachment M: San Joaquin ambulance zones map



Attachment N: San Joaquin ambulance zones legal description

DESCRIPTION AMBULANCE ZONES
San Joaquin County, California

ZONE A

Beginning at the East San Joaquin County Line and the North edge of State Highway 26 and proceeding North along the East San Joaquin County Line to the North San Joaquin County Line. West and Southwest along the North and Northwest San Joaquin County Line to the Deep Water Channel at Potato Slough. East along Potato Slough and White Slough at the North edge of Venice Island, Empire Tract and King Island, then along the South edge of Shin Kee Tract on White Slough and East to the South boundary of White Slough Treatment Plant and along that boundary to the West property line of Interstate 5, North along the West boundary of Interstate 5 to the center of the White Slough Overpass, across Interstate 5 to the East property line of Interstate 5, South on the East property line of Interstate 5 to the prolongation of Armstrong Road. East along the prolongation of Armstrong Road and the South edge of Armstrong Road (all property along Armstrong Road with access to Armstrong Road is considered in Zone A) to the Western Pacific Railroad. South on the Western Pacific Railroad to the South edge of 8 Mile Road, East on the South edge of 8 Mile Road (all property with access to 8 Mile Road is considered in Zone A) to the Southern Pacific Railroad. South along the Southern Pacific Railroad to the North edge of Morada Lane. East along the North edge of Morada Lane (does not include property with access to Morada Lane) and the prolongation of Morada Lane to the Calaveras River. Northeast along the Calaveras River to the South edge of 8 Mile Road, East along the South edge of 8 Mile Road (includes all property with access to 8 Mile Road) to Messick Road. Across the Calaveras River at Messick Road, East along the North edge of the Calaveras River to Bellota, East along the North edge of State Highway 26 (does not include any property with access to State Highway 26) to the East San Joaquin County Line.

ZONE B

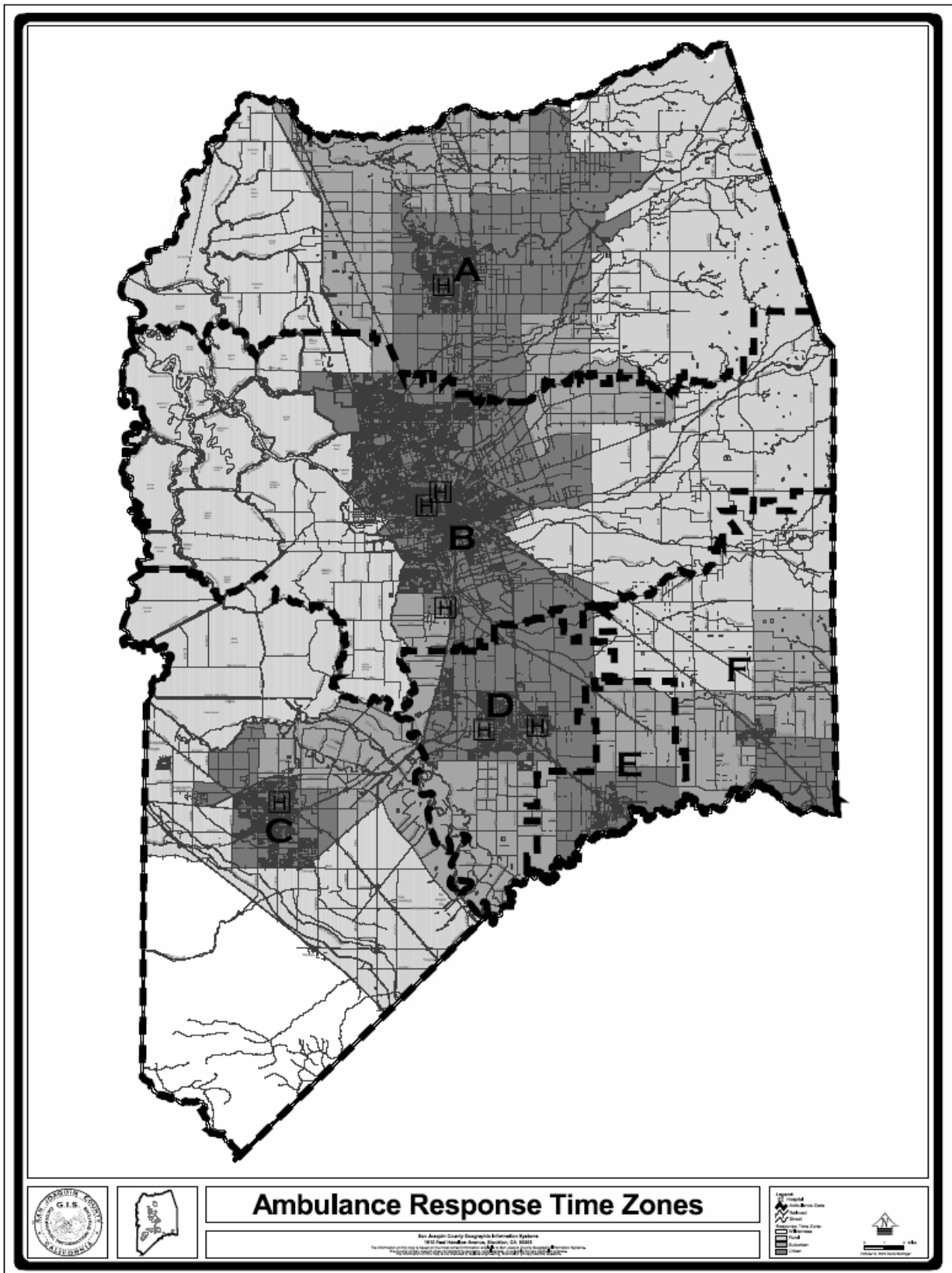
Starting at the East San Joaquin County Line and the prolongation of Copperopolis Road and following the East San Joaquin County line North to the North edge of State Highway 26, West along the North edge of State Highway 26 (all property with access to State Highway 26 is included in Zone B) to Bellota and West along the North edge of the Calaveras River (property North of the Calaveras River with access to Hwy. 26 is considered in this zone) to Clements Road, North on the East side of Clements road to Messick Road, West on Messick Road to 8 Mile Road and West along the South edge of 8 Mile Road (property along the South edge of 8 Mile Road with access to 8 Mile Road is considered not in this zone) to the Calaveras River. Southwest along the Calaveras River to the prolongation of Morada lane. West along the prolongation of Morada Lane and West along the North edge of Morada Lane (all property with access to Morada Lane is considered in Zone B) to the Union Pacific Railroad. North along the Union Pacific Tracks to the South edge of 8 Mile Road, West along the South edge of 8 Mile Road (does not include

property with access to 8 Mile Road) to the Union Pacific Railroad and North along the Union Pacific Railroad to the South edge of Armstrong Road. Along the South side of Armstrong Road (does not include property with access to Armstrong Road) and the prolongation of Armstrong Road to the East property line of Interstate 5, North along the East property line of Interstate 5 to the middle of the overpass at White Slough. West across Interstate 5 to the West property line of Interstate 5, South along the West property line of Interstate 5 to the South edge of the White Slough Treatment Plant. West along the South edge of the White Slough Treatment Plant and prolongation of that line to the South edge of the Shin Kee Tract. Along the South edge of the Shin Kee Tract by way of White Slough to the North edge of King Island. Along White Slough and Potato Slough at the North edge of King Island, Empire Tract, and Venice Island to the West San Joaquin County Line. South on the West San Joaquin County Line to the North edge of State Highway 4 and East on the North edge of State Highway 4 (all property with access to State Highway 4 is not considered in this zone) to the East edge of Tracy Blvd. and South on the East edge of Tracy Blvd. (all property with access to Tracy Blvd. is not considered in this zone.) to Middle River, Southeast on Middle River to Old River and East on Old River to the San Joaquin River, North on the San Joaquin River to a point approximately half way between the prolongation of Manila Road and the prolongation of Briggs Road. East at that point between Manila Road and Briggs Road across Interstate 5 at the North edge of Roth Road and East on the North edge of Roth Road (all property with access Roth Road is not considered in this zone) and the prolongation of Roth Road to the West edge of Union Road, North along the West edge of Union Road (all property with access to Union Road is not in this Zone) and the prolongation of Union Road to the junction of Tidewater Southern Railroad and Little John Creek. East on Little John Creek to the West edge of Kaiser Road, South along the West edge of Kaiser Road to the end, across the South end of Kaiser Road and North along the East edge of Kaiser Road to Little John Creek, (all property with access to Kaiser Road is considered in Zone 3) East along Little John Creek to the prolongation of Hewitt Road, North along the prolongation of Hewitt Road and the East edge of Hewitt Road (all property with access to Hewitt Road is considered in Zone 3) to the South edge of Copperopolis Road and East along the South edge of Copperopolis Road (all property with access to Copperopolis Road is considered in Zone 3) and the prolongation of Copperopolis Road to the East San Joaquin County Line.

ZONE C

Beginning at the junction of the San Joaquin–Stanislaus Rivers and the San Joaquin County Line and proceeding North on the San Joaquin River to the junction of the San Joaquin River and Old River. West on Old River and Middle River to the East edge of Tracy Blvd., North on the East edge of Tracy Blvd. (all property on Tracy Blvd. with access to Tracy Blvd. is considered in Zone C) to the North edge of State Highway 4, West on the North edge of State Highway 4 (all property with access to State Highway 4 is considered in Zone C) to the San Joaquin–Contra Costa County Line. South on the Contra Costa–San Joaquin County Line, along the Alameda–San Joaquin County Line to the South and East to the San Joaquin–Stanislaus County Line, Northeast along the San Joaquin County Line to the beginning at the junction of the San Joaquin–Stanislaus Rivers and the San Joaquin County Line.

Attachment O: San Joaquin population density/response time zone map



Attachment P: San Joaquin ambulance zone population density narrative

Zone A Urban Density:

Beginning at the Northwest corner of the Urban area of Ambulance Zone A, at the intersection of Peltier Road and Davis Road proceeding east to the Mokelumne River; Proceeding South along the West bank of the Mokelumne River to a point equal with Rode Way; Proceeding East to the intersection of Rode Way and May Road; Proceeding South on May Road to the Acampo Rd; Proceeding East on Acampo Road to State Highway 99; Proceeding North on State Highway 99 to Peltier Road; Proceeding East on Peltier Road to Bruella Road; Proceeding North on Bruella Road to the San Joaquin County line; Proceeding East along the San Joaquin County line to Elliot Road; Proceeding South on Elliot Road to Collier Road; Proceeding East on Collier Road to N. Linn Road.

Proceeding South on N. Linn Road to Jahant Road; Proceeding East on Jahant Road to Clements Road (encompassing the residential property accessible from Clements Road, between Jahant Road and the North bank of the Mokelumne River); Proceeding South on Clement Road to the North bank of the Mokelumne River; Proceeding West along the North bank of the Mokelumne River to a point equal to Tully Road; Proceeding South along an imaginary line extending from Tully Road to State Highway 88; Proceeding East on State Highway 88 to Disch Road; Proceeding South on Disch Road and the prolongation of Disch Road to the North bank of Bear Creek; Proceeding Southwest along the North bank of Bear Creek to Tully Road; Proceeding Southeast on Tully Road to Brandt Road; Proceeding West on Brandt Road to Jacktone Road; Proceeding South on Jacktone Road to Harney Lane; Proceeding West on Harney Lane to Alpine Road; Proceeding South on Alpine Road to the Southern border of San Joaquin County Ambulance Zone A.

Proceeding West along the Southern border of San Joaquin County Ambulance Zone A to Davis Road.

Proceeding North on Davis Road to the intersection of Peltier Road and Davis Road.

Zone A Suburban Density (Northwest):

Beginning at the Northwest corner of the North and West Suburban area of Ambulance Zone A, at the junction of Interstate 5 and the San Joaquin County line; Proceeding East along San Joaquin County line to Bruella Road.

Proceeding South on Bruella Road to Peltier Road.

Proceeding West on Peltier Road to State Highway 99; Proceeding South on State Highway 99 to Acampo Road; Proceeding West on Acampo Road to May Road; Proceeding North on May Road to Rode Way; Proceeding West on Rode Way and continuing along an imaginary line extending from Rode Way to the East bank of the Mokelumne River; Proceeding North along the East bank of the Mokelumne River to Peltier Road; Proceeding West on Peltier Road to Davis Road.

Proceeding South on Davis Road to the Southern border of San Joaquin County Ambulance Zone A; Proceeding West along the Southern border of San Joaquin County Ambulance Zone A to Thornton Road; Proceeding North on Thornton Road to Peltier Road; Proceeding West on Peltier Road to Interstate 5; Proceeding North on Interstate 5 to the San Joaquin County line.

Zone A Suburban Density (Southeast):

Beginning at the Northeast corner of the Southeast Suburban area of Ambulance Zone A, at the intersection of Alpine Road and Harney Lane proceeding East to Jack Tone Road.

Proceeding South on Jack Tone Road to the south bank of the Calaveras River; Proceeding East on the south bank of the Calaveras River to where it meets with the Southern border of San Joaquin County Ambulance Zone A.

Proceeding West along the Southern border of San Joaquin County Ambulance Zone A to Alpine Road.

Proceeding North on Alpine Road to Harney Lane.

Zone A Rural Density:

All of the area contained in San Joaquin County Ambulance Zone A that has not been previously described as Urban Density, Suburban Density (Northwest) or Suburban Density (Southeast).

Zone B Urban Density:

Beginning at the Northwest corner of the Urban area of Ambulance Zone B, at the intersection of Rio Blanco Road and Eight Mile Road proceeding east to Davis Road; Proceeding North on Davis Road to the Northern Border of San Joaquin County Ambulance Zone B; Continuing East along the Northern Border of Ambulance Zone B to Alpine Road.

Proceeding South on Alpine Road to the Stockton Terminal and Eastern Railroad; Proceeding East then North along the Stockton Terminal and Eastern Railroad to Fairchild Road; Proceeding East on Fairchild Road to Jack Tone Road; Proceeding South on Jack Tone Road to the North bank of the Mormon Slough; Proceeding West along the North bank of the Mormon Slough to Walker Lane; Proceeding South on Walker Lane to Farmington Road; Proceeding West on Farmington Road to the Atchison Topeka and Santa Fe Railroad; Proceeding Southeast along the Atchison Topeka and Santa Fe Railroad to Mariposa Road; Proceeding East on Mariposa Road to Jack Tone Road; Proceeding South on Jack Tone Road to the Southern Border of San Joaquin County Ambulance Zone B.

Proceeding West along the Southern Border of San Joaquin County Ambulance Zone B to Interstate 5; Proceeding North on Interstate 5 to Mathews Road; Proceeding West on Mathews Road to Wolfe Road; Proceeding North on Wolfe Road to French Camp Road; Proceeding West on French Camp Road

(encompassing all residential and commercial property accessible from French Camp Road) and continuing West on the prolongation of French Camp Road to the East bank of the San Joaquin River.

Proceeding Northwest along the East bank of the San Joaquin River to Elmwood Tract; Proceeding North on the Eastern Borders of Elmwood and Wright Tracts to the Southern Border of Shima Tract; Proceeding along the Southern and Western border of Shima Tract to the North bank of Disappointment Slough; Proceeding West on Disappointment Slough to the junction of Rio Blanco Road and Disappointment Slough; Proceeding North on Rio Blanco Road to Eight Mile Road.

Zone B Suburban Density (Northwest):

Beginning at the Northwest corner of the Northwest Suburban area of Ambulance Zone B, at the junction of the Northern Border of San Joaquin County Ambulance Zone B and Thornton Road; Proceeding East along the Northern Border of San Joaquin County Ambulance Zone B to Davis Road.

Proceeding South on Davis Road to Eight Mile Road.

Proceeding West on Eight Mile Road to Thornton Road.

Proceeding North on Thornton Road to the Northern Border of San Joaquin County Ambulance Zone B.

Suburban Density (Northeast):

Beginning at the Northwest corner of the Northeast Suburban area of Ambulance Zone B, at the junction of the Northern Border of San Joaquin County Ambulance Zone B and Alpine Road; Proceeding East along the Northern Border of San Joaquin County Ambulance Zone B to Comstock Road; Proceeding East on Comstock Road to Wall Road.

Proceeding South on Wall Road to State Highway 26.

Proceeding West on State Highway 26 to Archerdale Road; Proceeding North on Archerdale Road to the Stockton Terminal and Eastern Railroad; Proceeding West along the Stockton Terminal and Eastern Railroad to Jack Tone Road; Proceeding South on Jack Tone Road to Fairchild Road; Proceeding East on Fairchild Road to the Stockton Terminal and Eastern Railroad; Proceeding South and along the Stockton Terminal and Eastern Railroad South to Alpine Road.

Proceeding North on Alpine Road to the Northern Border of San Joaquin County Ambulance Zone B.

Zone B Suburban Density (Southwest):

Beginning at the Northwest corner of the Southwest Suburban area of Ambulance Zone B, at the junction of a prolongation of French Camp Road and the East bank of the San Joaquin River; proceeding East on the prolongation of French Camp Road

to Wolfe Road; Proceeding South on Wolfe Road to Mathews Road; Proceeding East on Mathews Road to Interstate 5.

Proceeding South on Interstate 5 to the Southern Border of San Joaquin County Ambulance Zone B.

Proceeding West on the Southern Border of San Joaquin County Ambulance Zone B to the East bank of the San Joaquin River.

Proceeding North along the East bank of the San Joaquin River to the starting point near the junction of French Camp Road and the East bank of the San Joaquin River.

Zone B Rural Density:

All of the area contained in San Joaquin County Ambulance Zone B that has not been previously described as Urban Density; Suburban Density (Northwest); Suburban Density (Northeast); or Suburban Density (Southwest).

Zone C Urban Density:

Beginning at the Northwest corner of the Urban area of Ambulance Zone C, at the junction of the prolongation of Reeve Road and the South bank of the Old River; Proceeding East and Northeast along the South bank of the Old River to Tracy Boulevard; Proceeding South on Tracy Boulevard to Lammers Road; Proceeding West on Lammers Road to Corral Hollow Road; Proceeding South on Corral Hollow Road to Interstate 205; Proceeding East on Interstate 205 to McArthur Boulevard; Proceeding South on McArthur Boulevard to Grant Line Road; Proceeding East to Grant Line Road to Banta Road.

Proceeding South on Banta Road to the Union Pacific Railroad.

Proceeding Southwest then West along the Union Pacific Railroad to Lammers Road.

Proceeding North on Lammers Road to Interstate 205; Proceeding West on Interstate 205 to Hansen Road; Proceeding North on Hansen Road to Grant Line Road; Proceeding East to Grant Line Road to the Union Pacific Railroad; Proceeding Northwest along the Union Pacific Railroad to Reeve Road.

Proceeding North on Reeve Road and the prolongation of Reeve Road to the South bank of the Old River.

Zone C Suburban Density:

Beginning at the Northwest corner of the suburban area of Ambulance Zone C at the junction of Tracy Boulevard and the South bank of the Old River; Proceeding East along the South bank of the Old River and Salmon Slough to the Northeast border of San Joaquin County Ambulance Zone C.

Proceeding along the border of San Joaquin County Ambulance Zone C South along the San Joaquin River to the Airport Way; Proceeding Southwest on Airport Way to Kasson Road.

Proceeding Northwest on Kasson Road to the Union Pacific Railroad; Proceeding Southwest along the Union Pacific Railroad to Banta Road.

Proceeding North on Banta Road to Grant Line Road; Proceeding West on Grant Line Road to McArthur Boulevard; Proceeding North on McArthur Boulevard to Interstate 205; Proceeding West on Interstate 205 to Corral Hollow Road.

Proceeding North on Corral Hollow Road to Lammers Road; Proceeding East on Lammers to Tracy Boulevard; Proceeding North on Tracy Boulevard to the South bank of the Old River.

Zone C Rural Density:

Beginning at the Northwest corner of the Rural area of Ambulance Zone C at the junction of the Western San Joaquin County line and the Northern border of San Joaquin County Ambulance Zone C, Proceeding generally East and South along the Northern border of San Joaquin County Ambulance Zone C to the confluence of the Old River and Salmon Slough.

Proceeding generally West along the North bank of the Old River and Salmon Slough to the prolongation of Reeve Road; Proceeding South along the prolongation and Reeve Road to the Union Pacific Railroad; Proceeding Southeast along the Union Pacific Railroad to Grant Line Road; Proceeding West on Grant Line Road to Hansen Road; Proceeding South on Hansen Road to Interstate 205; Proceeding East and Northeast on Interstate 205 to Lammers Road; Proceeding South on Lammers Road to Union Pacific Railroad at the prolongation of Linne road.

Proceeding East and Northeast along the Union Pacific Railroad to Kasson Road.

Proceeding Southeast on Kasson Road to Airport Way; Proceeding Northeast on Airport Way to the border of San Joaquin County Ambulance Zone C; Proceeding along the border of San Joaquin County Ambulance Zone C South along the San Joaquin River to the Southeastern San Joaquin County line.

Proceeding Southwest along the San Joaquin County line to Interstate 580; Proceeding Northwest on Interstate 580 to the Union Pacific Railroad at the prolongation of Linne Road; Proceeding West on the Union Pacific Railroad to the West San Joaquin County line.

Proceeding North along the West San Joaquin County line to the Northern border of San Joaquin County Ambulance Zone C.

Zone C Wilderness Density:

Beginning at the Southeast corner of the Wilderness area of Ambulance Zone C, at the junction of the Southeastern San Joaquin County line and Interstate 580; Proceeding Southwest along the San Joaquin County line to the Southern most portion of the San Joaquin County line.

Proceeding North along the San Joaquin County line to the Union Pacific Railroad at the prolongation of Linne Road.

Proceeding East along the Union Pacific Railroad at the prolongation of Linne Road to Interstate 580; Proceeding Southeast on Interstate 580 to the Southeastern San Joaquin County line.

Attachment Q: San Joaquin response time compliance areas

Zone A (Greater Lodi area)	
A-1	The City of Lodi, and the unincorporated areas surrounded by the city.
A-2	Beginning at the junction of the North San Joaquin County Line and the Central California Traction Railroad (CCTRR), proceeding South along the CCTRR to the Northern Lodi City limit; Proceeding along the Lodi City limits generally West, South, and East to the junction with the CCTRR and proceeding South on the CCTRR to the Southern border of San Joaquin County Ambulance Zone A; Proceeding West along the Southern border of San Joaquin County Ambulance Zone A to the Western San Joaquin County Line; Proceeding along the San Joaquin County Line North then East to the junction of the North San Joaquin County Line and the CCTRR.
A-3	Beginning at the junction of the North San Joaquin County Line and the Central California Traction Railroad (CCTRR), proceeding South along the CCTRR to the North Lodi City limit; Proceeding along the Lodi City limits generally East, South, and West to the junction with the CCTRR and proceed South on the CCTRR to the Southern border of San Joaquin County Ambulance Zone A; Proceeding East along the Southern border of San Joaquin County Ambulance Zone A to the Eastern San Joaquin County Line; proceeding along the San Joaquin County Line North then West to the junction of the North San Joaquin County Line and the CCTRR.
Zone B (Greater Stockton area)	
B-1	Beginning at the Northwest corner of Compliance District B-1, at the intersection of Eight Mile Road and Rio Blanco Road; Proceeding East on Eight Mile Road to the Northern border of Ambulance Zone B; Proceeding East to State Highway 99. Proceeding South on State Highway 99 to the North bank of the Calaveras River. Proceeding East along the Calaveras River to the East bank of the San Joaquin River. Proceeding Northwest along the East bank of the San Joaquin River to Elmwood Tract; Proceeding North on the Eastern Borders of Elmwood and Wright Tracts to the Southern Border of Shima Tract; Proceeding along the Southern and Western border of Shima Tract to the North bank of Disappointment Slough; Proceeding West on Disappointment Slough to the junction of Rio Blanco Road and Disappointment Slough; Proceeding North on Rio Blanco Road to Eight Mile Road.
B-2	Beginning at the Northwest corner of Compliance District B-2, at the confluence on the San Joaquin River and the Calaveras River; Proceeding along the Southern bank of the Calaveras River to State Highway 99. Proceeding South on State Highway 99 to Arch-Airport Road. Proceeding West on Arch Airport Road to Sperry Road; Proceeding West on

	<p>Sperry Road and a prolongation of Sperry Road to French Camp Road (including property with access off of French Camp Road from the prolongation of Sperry Road to Interstate 5); Proceeding Northwest on French Camp Road to the East bank of the San Joaquin River.</p> <p>Proceeding North along East bank of the San Joaquin River to Charter Way (State Highway 4); Proceeding West on Charter Way (State Highway 4) to Draggett Road; Proceeding North on Draggett Road to the San Joaquin River; Proceeding West, North, and the East to the San Joaquin River; Proceeding Southeast on the San Joaquin River the to confluence on the San Joaquin River and the Calaveras River.</p>
B-3	<p>Beginning at the junction of the West San Joaquin County Line and the Northern border of Ambulance Zone B, proceeding East then South to Eight Mile Road.</p> <p>Proceeding West on Eight Mile Road to Rio Blanco Road.</p> <p>Proceeding South on Rio Blanco Road to the North bank of Disappointment Slough; Proceeding East along the North bank of Disappointment Slough to Shima Tract; Proceeding East along the Northern border of Shima Tract to and South along the Eastern Border of Shima Tract to Fourteen Mile Slough; Proceeding West along Fourteen Mile Slough to the Northeastern border of Wright Tract; Proceeding South along the Eastern border of Wright Tract and Elmwood to the San Joaquin River;</p> <p>Proceeding along the San Joaquin River South to the Southern border of San Joaquin County Ambulance Zone B.</p> <p>Proceeding West along the Southern border of San Joaquin County Ambulance Zone B to the West San Joaquin County Line.</p> <p>Proceeding North along the San Joaquin County Line to the junction of the West San Joaquin County Line and the Northern border of San Joaquin County Ambulance Zone B.</p>
B-4	<p>Beginning at the Northwest corner of Compliance District B-4, at the junction of the Northern border of Zone B and State Highway 99; Proceeding East along the Northern border of Ambulance Zone B to the East San Joaquin County Line.</p> <p>Proceeding South along the East San Joaquin County Line to the prolongation of Flood Road.</p> <p>Proceeding West along the prolongation of Flood Road and Flood Road to Fine Road; Proceeding South on Fine Road to Milton Road; Proceeding West on Milton Road to Copperopolis Road; Proceeding West on Copperopolis Road (E. Main Street) to State Highway 99.</p> <p>Proceeding North on State Highway 99 to Northern border of Compliance District B-4.</p>
B-5	<p>Beginning at the Northwest corner of Compliance District B-4, at the junction of the East San Joaquin County Line and the prolongation of Flood Road; Proceeding West along the prolongation of Flood Road and Flood Road to</p>

	<p>Fine Road; Proceeding South on Fine Road to Milton Road; Proceeding West on Milton Road to Copperopolis Road; Proceeding West on Copperopolis Road (E. Main Street) to State Highway 99.</p> <p>Proceeding South on State Highway 99 to Arch-Airport Road.</p> <p>Proceeding West on Arch Airport Road to Sperry Road; Proceeding West on Sperry Road and a prolongation of Sperry Road to French Camp Road (property with access off of French Camp Road from the prolongation of Sperry Road to Interstate 5 to be considered to be in compliance district B-2); Proceeding Northwest on French Camp Road to the East bank of the San Joaquin River.</p> <p>Proceeding South along the San Joaquin River to the Southern border of San Joaquin County Ambulance Zone B.</p> <p>Proceeding East along the Southern border of San Joaquin County Ambulance Zone B to the Eastern San Joaquin County Line.</p> <p>Proceeding North on the Eastern San Joaquin County Line to the prolongation of Flood Road.</p>
Zone C (Greater Tracy area)	
C-1	<p>Beginning at the North Border of Compliance District C-1, at the junction of the Tracy City limit and Tracy Boulevard; Proceeding West and South along the Tracy City limits to the Northern property line of Tract Municipal Airport.</p> <p>Proceeding Southeast along the Northern property line of Tract Municipal Airport to the Junction Tracy Boulevard and the Tracy City limits.</p> <p>Proceeding North and East along the Tracy City limits to the North Border of Compliance District C-1, at the junction of the Tracy City limit and Tracy Boulevard.</p>
C-2	<p>Beginning at the Northwestern corner of Compliance District C-2, at the junction of the Western San Joaquin County line and the Northern border of San Joaquin County Ambulance Zone C; Proceeding East along the Northern border of San Joaquin County Ambulance Zone C to Tracy Boulevard.</p> <p>Proceeding South on Tracy Boulevard to the Tracy City limit.</p> <p>Proceeding West and South along the Tracy City limits to the Northern property line of Tract Municipal Airport.</p> <p>Proceeding Southeast along the Northern property line of Tract Municipal Airport to the Junction Tracy Boulevard and the Tracy City limits.</p> <p>Proceeding South on Tracy Boulevard and the prolongation of Tracy Boulevard to the Southern San Joaquin County Line. Follow the San Joaquin County line Southwest, Northwest, and North to the Northern border of San Joaquin County Ambulance Zone C.</p>

C-3	<p>Beginning at the Northwestern corner of Compliance District C-3, at the junction of Northern border of San Joaquin County Ambulance Zone C and Tracy Boulevard; Proceeding South on Tracy Boulevard to the Tracy City limit.</p> <p>Proceeding East, South, and West along the Tracy City limits to the junction of Tracy Boulevard.</p> <p>Proceeding South on Tracy Boulevard and the prolongation of Tracy Boulevard to the Southern San Joaquin County Line.</p> <p>Proceeding Northeast along the San Joaquin County line, to the Eastern border of San Joaquin County Ambulance Zone C.</p> <p>Proceeding North along the Eastern border of Ambulance Zone C to the Northern border of Ambulance Zone C.</p> <p>Proceeding East along the Northern border of Ambulance Zone C to Tracy Boulevard.</p>
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Attachment R: Documents available for review

Documents Available in San Joaquin County EMS Office

Emergency Medical Services Plan

Disaster Medical Services (DMS) Plan

Trauma Plan

Emergency Medical Care Committee (EMCC) minutes

Transportation Committee minutes

Liaison Committee and Quality Liaison Council minutes

Information available on <http://www.sjgov.org/ems/>

EMS transportation Plan (exclusive operating areas)

Disaster Information

Multiple Casualty Incident Plan

Policies and Procedures Manual

Attachment S: San Joaquin County current emergency ambulance rates

Maximum rates for basic life support (BLS) services (as of July 1, 2004)

Base Rate	\$ 440.00
Emergency	\$ 95.00
Night	\$ 78.00
Oxygen	\$ 69.00
Mileage	\$ 17.00

Maximum rates for advanced life support (ALS) services (as of July 1, 2004)

Base Rate	\$ 780.00
Night	\$ 78.00
Oxygen	\$ 69.00
Mileage	\$ 17.00

Attachment T: Definitions

Advanced Life Support (ALS)	Special services designed to provide definitive prehospital emergency medical care as defined in California Health and Safety Code 1797.52.
Advanced Life Support (ALS) Ambulance	An ambulance that has at the minimum, one EMT-Paramedic and one EMT-I as defined in California Health and Safety Codes 1797.80 and 1797.84 and equipment to provide ALS service to patients.
Ambulance	Any vehicle specially constructed, modified or equipped and used for transporting a sick, injured, convalescent, infirmed or otherwise incapacitated person.
Basic Life Support (BLS)	Those medical services that may be provided within the scope of practice of a person certified as an EMT-I as defined in California Health and Safety Code Section 1797.80.
Basic Life Support (BLS) Ambulance	An ambulance staffed by at least two individuals, one of whom must be certified at or above the level of an EMT-I as defined in California Health and Safety Code 1797.80 and equipment to provide only basic life support at the scene of a medical emergency and during transport of a patient(s) experiencing a medical emergency.
Code-2 Call	Immediate dispatch of an ambulance, without use of red lights and sirens in accordance with an Emergency Medical Dispatch system and priority dispatch assignment approved by the EMS Agency.
Code-3 Call	A request for service for a perceived or actual life threatening condition, as determined by dispatch personnel, in accordance with EMS Agency policy and dispatch protocols, requiring the immediate dispatch of an ambulance with use of red lights and siren.
CQI	Continuous quality improvement.
Emergency	As defined in California Health and Safety Code 1797.70, emergency means a condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by emergency medical personnel or a public safety agency.
Emergency Medical Services System Quality Improvement Program	Methods of evaluation that are composed of structure, process, and outcome evaluations which focus on improvement efforts to identify root causes of problems, intervene to reduce or eliminate these causes, and take steps to correct the process and recognize excellence in performance and delivery of care.

Emergency Medical Dispatch (EMD)	A series of components that allow the dispatcher to triage calls, send appropriate resources with the appropriate response, and provide pre-arrival instructions if needed.
Emergency Medical Dispatch Medical Director	A person who is licensed as a physician in the State of California, board certified or qualified in emergency medicine; who possesses knowledge of emergency medical systems in California and of San Joaquin County; and who provides emergency medical dispatch medical direction to the emergency medical dispatch provider agency.
Emergency Medical Technician-I (EMT-I)	As defined in California Health and Safety Code Section 1797.80.
Emergency Medical Technician-Paramedic (EMT-P)	As defined in California Health and Safety Code Section 1797.84.
EMS Agency	San Joaquin County Emergency Medical Services Agency.
Exclusive Operating Area (EOA)	An EMS area or sub-area of San Joaquin County that restricts operations to one or more emergency advanced life support ambulance providers as defined by California Health and Safety Code 1797.85.
First Responder	A fire department vehicle or police vehicle with personnel capable of providing appropriate prehospital care.
Fractile Response Time	A method of measuring ambulance response times in which all-applicable response times are stacked in ascending length. Then, the total number of calls generating response within eight minutes (for example) is calculated as a percent of the total number of calls.
HIPAA	Health Insurance Portability and Accountability Act of 1996.
Medical Direction	Direction given to ambulance personnel by a base hospital physician through direct voice contact or through an approved M.I.C.N., as required by applicable medical protocols.
Medical Director	A physician with experience in emergency medical systems who provides medical oversight to the San Joaquin County EMS System, pursuant to Section 1797.204 of the Health and Safety Code.
Suburban	All census places with a population density of 51 to 100 persons per square mile; or census tracts and enumeration districts without census tracts, which have a population density of 51 to 100 persons per square mile. (Reference: State of California, Emergency Medical

	Services Authority, EMS System Standards and Guidelines.)
Rural	All census places with a population density of 7 to 50 persons per square mile; or census tracts and enumeration districts without census tracts, which have a population density of 7 to 50 persons per square mile. (Reference: State of California, Emergency Medical Services Authority, EMS System Standards and Guidelines.)
Technical Advisory Group (TAG)	Appointed by the Health Care Services Agency Director to monitor the emergency ambulance contractor's contract compliance.
Urban	All census places with a population density of 101 to 500 persons per square mile; or census tracts and enumeration districts without census tracts which have a population density of 101 to 500 persons or more per square mile. (Reference: State of California, Emergency Medical Services Authority, EMS System Standards and Guidelines.)
Wilderness	Census tracts or enumeration districts without census tracts, which have a population of less than seven persons per square mile. (Reference: State of California, Emergency Medical Services Authority, EMS System Standards and Guidelines.)